ONTARIO AND MULTICULTURALISM

A SUMMARY OF RECENT DEVELOPMENTS

ONTARIO
MINISTRY OF
CITIZENSHIP
AND CULTURE

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Foreword

As the designated lead ministry for multiculturalism, we are pleased to present you with the following progress report.

Ontario And Multiculturalism is a sequel to the first edition in 1978 which documented efforts to meet the goals of Ontario's multicultural policy; it covers a wide range of new initiatives and endeavors. It is apparent that through new program thrusts, funding mechanisms and community consultations, individual ministries have become more deeply aware of their responsibilities in serving our multicultural population and have acted accordingly.

In Canada we hear the words of every major language of the world and the prayers of many religions. We are indeed fortunate to share and learn other traditions and lifestyles and enjoy the rich variety and uniqueness our diversity offers.

What unites us as Canadians, regardless of our cultural roots, is the common bond of citizenship and all that full, equal and responsible citizenship implies in terms of both rights and obligations.

The prime role of this ministry is to aid cultural and citizenship expression or activity at both the neighborhood and broader community level. Because citizenship and culture are rooted in the dreams, values, interests and heritage of individuals and natural communities, the policies and programs of government and other institutions achieve success only when they reflect and continue to adapt to that reality.

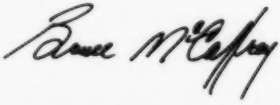
It is clear that communities want and expect from the province proper recognition of the role they currently are playing or have the potential to play in the development of a broad spectrum of citizenship aspirations. The government of Ontario is showing that it is prepared to respond to those requirements.

Citizenship does not mean accepting all the benefits a nation offers without being prepared to participate in sustaining those benefits and thereby enhancing society. Citizenship in the Canadian context means that, apart from having the right to pursue one's own culture, one must also contribute to the development of our national culture. We all are working towards achieving that goal.

Ontario's multicultural policy, officially adopted in 1977, encourages cultural diversity as a vital characteristic of Canadian identity, firmly grounded in the multicultural nature of its population.

We have organized the contents of this publication according to four multicultural policy themes: equality, access, participation and responsible citizenship and cultural retention and sharing.

I would like to thank all those who contributed to the development of this publication. I am proud to present an account of Ontario's accomplishments since 1978 and to reaffirm the Ontario government's commitment to pursue the objectives of its multicultural policy in full partnership with the communities we serve. Together we can achieve our vision of the future, of a strong province within a great nation.



The Honourable Bruce McCaffrey
Minister of Citizenship and Culture

Equality

The principle of equality of opportunity is recognized mainly through legal protection from discriminatory, exploitive or criminal actions.

Equality is also implicit in the acknowledgment of all groups or peoples as contributing members of society — as consumers, volunteers, artists, professionals, providers and receivers of service, and as community leaders.

The following section highlights some of the initiatives undertaken by various ministries. These reflect the government's commitment to the fundamental equality of all residents of Ontario.

The New Human Rights Code

The Ontario Human Rights Commission administers the Ontario Human Rights Code through its conciliation, compliance and race relations programs. The previous Human Rights Code prohibited discrimination with respect to services or facilities available in any place to which the public is customarily admitted; the occupancy of commercial or residential accommodation; employment; and membership in trade unions and self-governing professions because of race, creed, color, nationality, ancestry and place of origin, among other grounds.

The Human Rights Code, 1981 (Bill 7) which came into force in June, 1982, prohibits discrimination because of race, ancestry, place of origin, color, ethnic origin, citizenship and creed among other grounds with respect to:

- services, goods and facilities;
- the occupancy of accommodation;
- contracts;
- employment and membership in trade unions and vocational associations;
- the publication or public display of a notice, sign, emblem or other similar representation that indicates the intention of the person to infringe a right under the code or incite the infringement of such a right.

Harassment because of any prohibited ground including race is prohibited in

- accommodation and employment.

> The new Human Rights Code makes it a function of the commission to develop and conduct programs of public information and education and undertake, direct and encourage research designed to eliminate discriminatory practices that infringe rights under this Act.

The commission's public education program is designed to reduce and prevent discrimination and the prejudice that underlies it. Through seminars, workshops, consultations and public speaking, the commission assists groups, agencies and institutions to respond effectively to the needs and concerns of minorities and women.

The Human Rights Code provides a statutory basis for the commission's Race Relations Division which was established in 1979. It consists of three human rights commissioners, one of whom is designated as commissioner for race relations.

The functions of the Race Relations Division are outlined in the code as follows:

> to inquire into incidents of and conditions leading or tending to lead to tensions or conflict based upon identification by a prohibited ground of discrimination, and take appropriate action to eliminate the source of tension or conflict;
>
> to initiate investigations into problems based upon identification by a prohibited ground of discrimination that may arise in a community, and encourage and co-ordinate plans, programs and activities to reduce or prevent such problems; and
>
> to promote, assist and encourage public, municipal or private agencies, organizations, groups or persons to engage in programs to alleviate tensions and conflicts based upon identification by a prohibited ground of discrimination.

The Race Relations Division was established to address problems of racial, ethnic and religious discrimination and inter-group tension and conflict. Its program is designed to reduce or prevent such tension and conflict, through mediation and consultation with individuals, groups in various sectors, such as community services, the criminal justice system, educational institutions, the workplace, unions, the media, health and social services, community organizations and associations, religious institutions, government and the community at large.

Race Relations

The government is convinced that the issues involved in race relations must be addressed in a forthright and open manner and discussed publicly. Some people in Ontario are uncomfortable with the term race relations and prefer to incorporate any discussion of the matter within the framework of culture, heritage, community relationships and multiculturalism.

Important as those concepts are, they do not respond to real and immediate racial tensions and conflict. There has been and continues to be racially-motivated violence in Ontario. Racist groups have obtained vast amounts of publicity but, fortunately, few adherents in recent years. Race is still one of the greatest single grounds of discrimination, even after some 30 years of being illegal in this province.

There is a vast reservoir of goodwill and openness in Ontario. The people of the province have proven to be the willing hosts of one of the most daring, vibrant and successful culture-sharing endeavors the world has ever seen. To maintain this success, it is necessary to publicly acknowledge the existence of pockets of deliberate racism in Ontario, and to continue to mobilize the goodwill of the majority against the malevolence of this small minority. It is also necessary to draw attention to the unthinking and unintentional racism among us, in order that it, too, can be recognized and eliminated. Accordingly, the government has deliberately maintained a clear focus on the issues of racism, racial discrimination, and race relations. It has been the government's view that, disturbing as these concepts may be to many residents of Ontario, failure to discuss them openly and frankly could have disturbing consequences.

Cabinet Committee on Race Relations

In 1979, the Cabinet Committee on Race Relations was established. Chaired by the attorney general, the committee includes the solicitor general and the ministers of Citizenship and Culture, Education, Consumer and Commercial Relations, Labour, and Community and Social Services. The committee has a mandate to give focus and definition to, and co-ordinate the activities of individual ministries in the race relations field. The committee works closely with the Race Relations Division of the Ontario Human Rights Commission in the Ministry of Labour.

The committee is supported by a Staff Working Group, composed of officials of each of the member ministries, plus officials from other ministries, when necessary and appropriate. These members all work full time in their respective ministries, but are able to devote some of their time to work on cabinet committee matters. Apart from sharing information on government race relations programs, members of the Staff Working Group develop interministerial race relations projects for consideration by the cabinet committee.

Metropolitan Toronto Committee on Race Relations and Policing

The Ministry of the Attorney General has been an active participant in this project since its inception in 1976. Beginning in 1979, the ministry has co-funded the committee, which now has an annual budget of some $100,000.

The function of the committee is to act as a liaison between the police and the visible minority communities, permitting and encouraging them to work together on issues of mutual concern. The committee operates area committees in four communities in Metro, at which local police officers and community members can meet to discuss local issues, concerns and needs.

Criminal Justice Advice Service for the Victims of Racially-motivated Offences

This service is staffed on an "as needed" basis by two lawyers in the Ministry of the Attorney General's Crown Law Office — Criminal, and it attempts to ensure equal access to the criminal justice system. It is designed to provide information on the launching of private prosecutions to persons who have been the victim of a racially-motivated offence that has not resulted in charges being laid by the police. The service is available to anyone in Ontario by simply calling (416) 366-3080.

It is not an emergency service but is designed instead to provide after-the-fact advice to the victim of a racially-motivated offence when the remedies available through the police have been exhausted. Some victims wish to pursue criminal charges in circumstances in which the police have not felt able to lay charges themselves. The service provides them with advice on this process, and also endeavors to counter cultural or linguistic barriers by making appointments for them with justices of the peace and, where appropriate, with crown attorneys.

The service is advertised in the visible minority press. Increasing sensitivity by police forces to the vitims of racially-motivated offences has reduced reliance on the service, but it remains available as a back-stop and as an indication of the ministry's concern.

Sentencing for Racially-motivated Offences

Recognizing the importance of clearly expressed community values in the criminal justice system, the attorney general issued a directive in 1976 requiring all crown attorneys in Ontario to seek more severe sentences in cases of racially-motivated offences. This was followed up in 1977 with an appeal to the Court of Appeal for Ontario from the decision of a judge who had refused to impose a more severe sentence when race was a factor in a serious assault.

The Court of Appeal, in a most significant decision (which must be followed by all courts in Ontario) ruled that more severe sentences must be given where race motivates a criminal offence. The court's ruling included the following declarations of principle:

> It is a fundamental principle of our society that every member must respect the dignity, privacy, and person of the other. Crimes of violence increase when respect for the rights of others decreases, and, in that manner, assaults such as occurred in this case attack the very fabric of our society. Parliament's concern for the incitement of racial hatred is reflected in s.281 of the *Criminal Code*. An assault which is racially motivated renders the offence more heinous. Such assaults, unfortunately, invite imitation and repetition by others and incite retaliation. The danger is even greater in a multicultural, pluralistic urban society. The sentence imposed must be one which expresses the public abhorrence for such conduct and their refusal to countenance it.

Monitoring of Hate Literature

The head office of the Ministry of the Attorney General has established a system for monitoring hate literature. All suspected hate literature, whether received from the public, the Human Rights Commission, or the police, is reviewed against the standards set by the Criminal Code. Although prosecu-

tions are rare because most suspected literature is within the bounds established by the Criminal Code, the ministry will launch prosecutions when those bounds are exceeded and a Canadian distributor of the literature can be identified.

Elimination of Racial Identifiers on Complaint Forms

In 1979, the Ministry of the Attorney General, in conjunction with the Ministry of the Solicitor General, took steps to eliminate the use of police complaint forms which sought information on the race or religion of a person invoking the assistance of the police. As a result, persons calling on the police for assistance are no longer asked questions about their race, which many had found to be insensitive and needlessly offensive. Of course, information on the race of suspects continues to be used in police investigations as a valuable identifier.

Telephone Hate Messages

Disturbed by the continuation of hate messages conveyed through the federally-regulated telephone system, the Ministry of the Attorney General pressed the federal government to pass legislation outlawing such messages. The federal government ultimately responded by enacting an appropriate provision in the Canadian Human Rights Code. That provision has subsequently been used to ban a hate message that had been circulating in Toronto for many years.

International Human Rights Matters

The Ministry of the Attorney General has recently assumed lead ministry functions in relation to all international human rights obligations assumed by Ontario. This involves negotiations with other provinces and the federal government on the terms of the acceptance of these obligations by Canada, monitoring of Ontario legislation and practices in light of international standards, and co-ordinating the preparation of regular reports to international bodies.

Multiculturalism and Schools

In support of a multicultural policy that recognizes the right of all students to equality of educational opportunities and equality in dignity and worth, a number of initiatives have been undertaken by the Ministry of Education and the Ministry of Colleges and Universities.

Provincial Reviews

The Ministry of Education has given priority to a review of a multicultural education policy and related implementation procedures. During 1979-80, a provincial review, based on a selected sample of schools in the province, examined the extent to which the ministry's multicultural policies have been communicated to educators at the primary/junior level. In 1980-81, the phase II review assessed the extent to which equality of educational opportunity is being realized by a selected sample of immigrant students who have been in Canada less than two years and who are enrolled in the intermediate and senior divisions. The information obtained from these provincial reviews gives direction to the ministry in the development and implementation of policies to enhance the learning environment for all students in the province. Other methodologies are being used to investigate perceptions of the education system by immigrants and ethnic group members.

Curriculum Policy

Ministry policy for the elementary schools, as set forth in The Formulative Years, lists several goals related to multicultural education:

- develop and maintain confidence and a sense of self-worth;
- develop and retain a personal identity by becoming acquainted with the historical roots of the community and culture of his or her origin, and by developing a sense of continuity with the past;
- begin to understand and appreciate the points of view of ethnic and cultural groups other than his or her own;
- develop an understanding of such concepts as community, conflict, culture, and interdependence;
- learn the social skills and attitudes upon which effective and responsible co-operation and participation depend.

Ministry policy for the secondary schools, as stated in Circular H.S. 1, 1979-81, requires that the cultural, economic, and social setting of the school should be recognized and considered when the school curriculum is organized. It urges that students be given opportunities to take a vital interest in such matters as "positive attitudes towards the rights of others" and "respect for other races, cultures and religions." In all publications the

ministry continues to ensure that the reality of our multicultural society is represented in illustrations and pictorial materials.

Education and Racism

The Ministry of Education is represented on the Staff Working Group of the Cabinet Committee on Race Relations. The ministry also maintains informal liaison with the Race Relations Division of the Ontario Human Rights Commission. An internal communication network is maintained for the dissemination of information pertaining to race relations.

In 1979 the Ministry of Education co-sponsored the Third Annual Human Rights and Civil Liberties Institute on Strategies Against Prejudice and Racism in the Schools.

A significant publication by the Ministry of Education in 1980 was: Race, Religion, And Culture In Ontario School Materials. The purpose of these guidelines is to assist authors, editors, illustrators and publishers to avoid racial, religious and cultural bias, prejudice, stereotypes, and misinformation when preparing learning materials for use in Ontario schools. Members of the committee that advised the ministry in the preparation of the booklet represented the Association of Canadian Publishers, the Black Liaison Committee, the Board of Education for the City of Toronto, the Canadian Book Publishers' Council, the Canadian Council of Christians and Jews, the Canadian Society of Muslims, the Council of Muslim Communities of Canada, the Ontario Advisory Council on Multiculturalism, the Ontario Human Rights Commission, the Ontario Teachers' Federation, the Sikh Community in Toronto, and the Urban Alliance on Race Relations. The booklet has been widely distributed and has received much positive reaction.

Post-Secondary Loans and Grants

The government's policy of equality of educational opportunity provides for post-secondary educational opportunities for every qualified individual in Ontario. Financial assistance in the way of loans and grants is equally available to landed immigrants and Canadian citizens who wish to pursue a post-secondary education at one of Ontario's provincially-assisted universities, Ryerson Polytechnical Institute or the Ontario College of Art.

Housing

The Ontario Housing Corporation (OHC) is a component of the Ministry of Municipal Affairs and Housing. The OHC has considerable interaction with persons belonging to Ontario's different ethnocultural groups.

The OHC allocates assisted rental housing to some 90,000 households on the basis of need, without regard to race, creed or color. All applicants, regardless of origin, receive equal treatment.

To be eligible for OHC assisted housing, an applicant must be a landed immigrant and a resident of Ontario for at least one full year.

Other assisted-housing programs are delivered or funded by the Ministry of Municipal Affairs and Housing. These programs include the Municipal Non-Profit Housing Program, Ontario Community Housing Assistance Program, the Private Assisted Rental Program, the Rent Supplement Program and the Rural and Native Housing Program.

Reflecting the Multicultural Reality

Task Force on the Portrayal of Racial Diversity in Government Advertising and Communications

This task force was established by cabinet on the recommendation of the Cabinet Committee on Race Relations. It examined ways in which government advertising and communications can better reflect the diversity now found in Ontario. The task force conducted a wide-ranging study of the merits and feasibility of the policy it proposed to cabinet. Consultations were held with major advertising agencies, talent agencies, casting agents, the union representing actors and actresses (ACTRA) and a variety of visible minority groups. As well, public reactions and opinions were surveyed by the task force.

On the recommendation of the task force, cabinet adopted the policy that government advertising and communications should portray the racial and ethnic diversity of the province. Cabinet also directed that the task force remain in existence to monitor, periodically, compliance with the policy, and to act in an advisory capacity to the Cabinet Committee on Race Relations.

Several ministries are actively changing their advertising and promotional policies to incorporate a greater awareness of the presence of diverse ethnocultural groups:

- The Ministry of Revenue is more accurately reflecting Ontario's ethnocultural diversity in its paid advertising and in publications that contain a visual element.
- In its promotion campaign in colorful hunter-tourist brochures, the Ministry of Natural Resources features fly-in, goose-hunting camps staffed by Native people on James Bay and Hudson Bay.
- The Ministry of Agriculture and Food gives consideration in its Good Things Grow In Ontario promotion campaign to all ethnic media choices where applicable.
- The Ministry of the Environment reflects the ethnic composition of Ontario's population in pictures used in its promotional material on the Environmental Exploration program.

Ontario Educational Communications Authority (TVOntario)

The board and administration of TVOntario have recognized the importance of multiculturalism to Ontario society, and an awareness of multiculturalism permeates all programming activities. Some programs deal specifically with multicultural issues, bringing them before a wide and general audience.

People Patterns is a 27-program exploration of the problems and benefits of a multicultural community. It assessed the future of that community in Guessing The 21st Century.

Racism Hurts Everyone, a one-hour People Patterns special (aired in March, 1982) looked at some of the improvements in race relations made in Metro Toronto. Several concerned individuals described projects implemented by their organizations to alleviate racial discrimination and unrest. These included: the City of Toronto Mayor's Committee on Race Relations, the Consultative Committee for Religious Leaders on Race Relations, Ontario Welcome House, O'Connor Community Centre, Metro Toronto Police Force Community Relations Team and Ethnic Relations Officers, the Ontario Federation of Labour, Riverdale Action Committee and the Urban Alliance.

Examples of projects providing innovative approaches to the problems of integration are examined in programs like *Caring: Downsview Style,* and celebrations programs such as the one highlighting the international indigenous people's festival in Peterborough.

Programs in other series deal with such topical issues as the problems of immigrant women, young immigrants, and immigrants from non-western cultures.

In addition, all programming of TVOntario is sensitive to the varied multicultural character of the province and thus is reflected in the casting of on-air talent, behind-the-scenes staff, scriptwriting, print support material, and program content choices.

TVOntario is actively involved in promoting the sharing of Ontario's multicultural resources and the increased understanding and appreciation of Ontario's ethnic diversity by all Ontarians.

Access

Considerable effort has been devoted to initiatives that facilitate access by all ethnocultural groups to the services of the Ontario government.

A wide variety of programs have been developed to help people take better advantage of the many services to which they are entitled. These initiatives range from the development of basic language skills to in-house staff-training programs, from multilingual translations to community outreach projects.

Advocacy

The Ontario Advisory Council on Multiculturalism and Citizenship, formed in 1973, is an advisory body with members appointed by Order-in-Council for the specific purpose of advising the government of Ontario on all matters relating to multiculturalism and citizenship affecting all persons in the province. This advice is presented to the government through the minister of Citizenship and Culture. The council's title and mandate were extended in 1979, to include citizenship as it affects the rights and responsibilities of all people of Ontario.

The council has a full-time chairperson and a membership of up to 60 persons from across the province, representing a wide range of ethnocultural backgrounds and occupations.

The advisory council organizes regional meetings and public forums throughout the province with community groups and organizations. Regional meetings have been held in Windsor, Guelph, Thunder Bay, Sudbury and Ottawa.

Objectives of the council are to:

- Promote provincial policies that guarantee equality of opportunity for all residents of Ontario;
- Monitor and advise on policies relating to access to government services for all Ontarians;
- Promote policies and programs that will lead to positive attitudes to racial, religious, linguistic and cultural diversity in Canada's multicultural society;
- Encourage all ethnocultural groups in Ontario to share the richness and diversity of their cultural heritage with the general community;

- Encourage policies that facilitate preservation of the heritage of all Ontarians and recognition of the contribution to our well-being made by all members of society;
- Provide assistance in clarifying, for the public, government policies relating to multiculturalism within a context of full, equal and responsible citizenship for all residents of Ontario.

Initiatives of the advisory council include:

a) A Joint Task Force on Immigrant Women, set up in 1977 at the initiation of the advisory council, and in co-operation with the Ontario Advisory Council on the Status of Women and the Ontario Advisory Council on Senior Citizens.

   The purpose of the task force was to examine the services available to immigrant women and the conditions affecting them, and to make recommendations on measures that might effect improvements. The Report of the Joint Task Force on Immigrant Women was released in September, 1980. Other task force reports initiated by the advisory council include: the Task Force on Native Policy in Ontario, released in September, 1981, and the Task Force on Equal Opportunity, released in February, 1982.

b) Providing forums in which ethnocultural communities discuss issues affecting their particular needs and aspirations. A series of programs on Radio Station CHIN in Toronto was broadcast by the council. Topics discussed included: entrenchment of cultural and linguistic heritage rights in the Constitution; multiculturalism in general; the contributions of ethnocultural communities to the Canadian way of life. Public conferences also have been organized focusing on such themes as education, immigration, human rights, and youth.

c) A series of nine half-hour television programs entitled Multiviews, initiated by the advisory council and broadcast by Rogers Cable. Programs covered the following topics: Objectives of the Advisory Council, What is Canadian Culture?, Media and Communications, Education, Racism in Toronto, Language, Focus on the Status of Women, Highlights of Recent Immigration Policies and their Effect on Canadian Immigrant Women, and the Future of Multiculturalism.

d) A summer course on multiculturalism for seniors at the invitation of Humber College of Applied Arts and Technology Continuing Education Department, in conjunction with the Association of Jewish Seniors.

The advisory council has been and continues to be represented by its chairperson and members at numerous conferences, public occasions and events. In addition, submissions to various government task forces are made as appropriate. For example, the council submitted a brief to, and appeared at a public hearing of, the Federal Cultural Policy Review Committee held in Toronto on June 1, 1981. The thrust of the advisory council's brief was that multiculturalism must be a basic element in the administrative, financial and program components of Canada's cultural policy.

On July 28, 1982, the council presented a brief, The Battered Woman, before the Ontario Legislature Standing Committee on Social Development hearings on Family Violence/Spouse Abuse. The brief related specifically to the needs of women who are immigrants or members of ethnocultural minorities. Its focus was on two major areas: education (both in the formal institution and in the community-at-large) and shelters for battered women.

The council may be contacted at Suite 1015, 1200 Bay Street, Toronto, Ontario M7A 2R9; Tel: (416) 965-6889.

Multicultural Initiatives "Ontario 20"

The "Ontario 20" advertising program provides details of government-wide programs and services available to all residents of the province. The program, used by most Ontario government ministries and agencies, is coordinated through the Ministry of Tourism and Recreation.

The ministry's Corporate Advertising and Special Projects Group has developed an advertising program which conveys basic information on available Ontario government programs and services to Ontario's multicultural communities.

Messages relating to health services, energy conservation, driving safety, human rights, taxation, social services, consumerism and other aspects of modern living are published in 123 ethnic newspapers and magazines, in 39 different languages.

Radio commercials with information on selected subjects are broadcast in 34 languages on 19 radio stations.

Television is used to invite people watching multicultural programs to write in their own language to "Ontario 20," care of Queen's Park, stating their problems or inquiries about government services. These letters go directly to the Citizens' Inquiry Bureau of the Ministry of Government Services, where they are speedily translated. The government guarantees that inquirers will receive replies with the requested information as soon as possible in the same language in which their letters were written.

On average, 2,000 letters are processed annually, each of which may contain several different queries.

The Ministry of Community and Social Services has been involved in a trial project with MTV (Channel 47 Toronto) in on-air public service announcements. For each of six ministry program areas, two-minute vignettes have been produced in 10 languages each. The program areas include: vocational rehabilitation, senior citizens, day care, community living for mentally retarded adults, child discipline, and troubled teens.

In addition to the broadcasts, a telephone service with multilingual receptionists was provided for the 13 weeks during which the social service announcements were shown, to answer all enquiries about the programs described.

The project was considered very successful and may be repeated. Not only was the ministry able to communicate to a large cross-section of the ethnocultural community, but valuable information was learned about which topics were of greatest interest and which topics will be useful when planning future third-language information programs.

The Art Gallery of Ontario provides an array of activities and services to many minority groups, so that all people may benefit equally from the advantages the gallery has to offer. It maintains an extensive mailing list to serve the ethnic press, and in cases where its programming applies to a specific group, there is a more concentrated effort to inform that part of the public; for example, advertising in Italian newspapers for its Italian film series.

Translated Informational Materials

In addition to paid advertisements, several ministries and agencies have translated their most popular information materials into different languages. The following illustrate the variety of languages spoken in Ontario and the types of multilingual materials available:

- Worker's Compensation Board provides pamphlets in Italian and Greek.
- The Ontario Housing Corporation provides literature regarding its services in several minority languages.
- The Ministry of Municipal Affairs and Housing publishes material about its programs in both official languages and in numerous minority languages. The ministry intends to maintain this practice in the future.
- Negotiations are in progress between the Ministry of Government Services and Bell Canada to provide telephone listings in third languages in selected directories. In Toronto, for example, there might be a special section of several pages devoted to listings in different languages. The services available to a particular language group would be listed together using the script of that language. An excellent example of the usefulness of this approach can be found in the positive reactions of Native people to the Oji-Cree supplement to the Northwestern Ontario telephone directory.
- Two of the Ministry of Transportation and Communications' driver-testing facilities in Metropolitan Toronto have the capability to administer written driver examinations in Chinese, French, Greek, Italian, Portuguese and Spanish. This has been of assistance to a great many people who do not speak English.
- The Ministry of Natural Resources produces materials related to hunting, trapping and fishing in Ojibway, Cree, and Italian.
- Posters for Senior Citizens' Week were produced by the Secretariat for Social Development in Chinese, Finnish, German, Greek, Hindi, Hungarian, Italian, Japanese, Portuguese, Spanish, Ukrainian, Yiddish. A guide to government services for senior citizens is produced in Chinese, Greek, Italian, and Portuguese.
- The Edge, another Social Development Secretariat publication on how to get a job, was translated into six Indo-Chinese languages.
- Newcomers Guide To Ontario is published by the Ministry of Citizenship and Culture in the following languages: English, Arabic, Chinese, Czechoslovakian, Finnish, German, Greek, Hungarian, Italian, Khmer, Korean, Lao, Polish, Portuguese, Punjabi, Romanian, Russian, Serbo-Croatian, Spanish, Ukrainian, Urdu, and Vietnamese.

- Handling Foods With Care, a poster produced by the Ministry of Health for workers in restaurants and institutional kitchens, is available in Chinese, Greek, Italian, Portuguese, English, and French.
- Environmental and other informational materials have been distributed in Italian, Greek, Portuguese and Chinese by the Ministry of the Environment.
- A counter-top display unit, explaining income criteria that qualify individuals for OHIP premium assistance, was developed by the Ministry of Health in English, French, Chinese, and Portuguese, and distributed to hospitals, Employment and Immigration Offices, social services offices, OHIP District Offices, community associations and union hiring halls. In addition, an advertisement directed at Poles who immigrated as part of the Polish Family Movement, to claim premium assistance, was placed in several Polish newspapers and sent to Polish associations across Ontario.
- Another health initiative undertaken by that ministry is the pamphlet, Starting Treatment For T.B., available in English, French, Vietnamese, Chinese, Cree, Ojibway, Lao, Khmer, and Portuguese. It was designed to help staff at Ontario's chest clinics communicate with patients about medical procedures and treatment for tuberculosis. The pamphlet was also accompanied by an audio-visual program in Chinese and Vietnamese which provided an introduction to the Ontario Health system; its title was In Good Health.
- The McMichael Canadian Collection has plans to establish wider access to the Collection's programs and services through multilingual translation in notices, advertisements, brochures and information services. The collection has identified, as an objective, an increase in the proportion of the audiences coming from a non-English-speaking background.
- Our First Baby — O Nosso Primeiro Bebe — is a pilot project on prenatal care for Portuguese women. Videotape or film is available from Program Development Branch, Ministry of Health. Photojournal distribution to health professionals, and to Portuguese groups on request is available through Health Promotion and Information Branch, Ministry of Health.

Use of Interpreters and In-house Multilingual Staff

Sometimes it is not cost-efficient or practical to translate all of the informational materials produced by a ministry: translation costs are prohibitive and demand is often low. A compromise solution has been reached by many ministries, which offer (as an alternative) interpreter services to meet client demands.

Several ministries maintain a listing of staff who have multilingual skills and who are available to act as interpreters or translators when the occasional need arises. In the Ministry of Municipal Affairs and Housing, for example, a survey revealed that 154 persons spoke a total of 24 languages (other than English and French) ranging from Arabic to Urdu.

When possible, the hiring of field staff in the Ministry of Community and Social Services has attempted to meet the needs of client groups with special language needs. Six staff members have been hired to manage caseloads in which the first language spoken is other than English. Thirty additional staff members, although primarily managing caseloads with English-speaking clients, are fluent in at least a second language and provide those skills when situations warrant it. Some language groups represented include Chinese, Cree, Croatian, Finnish, German, Italian, Ojibway, Polish, Ukrainian, French, and English.

The Ontario Labour Relations Board, a quasi-judicial body, provides outside translators as requested for board hearings and examinations. When requests for union certification come before the board, the required Notice to Employees is translated, upon request, into French. When a vote is ordered in these cases, vote posters are translated, upon request, into French, Italian, and Portuguese.

The courts in Ontario, apart from their French-language services (which are discussed later in this publication), have taken a number of measures to respond to the multicultural nature of Ontario society. Translation services are provided as a right and are free of charge in all criminal courts. Parties in civil proceedings provide their own translators. There are no restrictions on the languages that can be translated.

In the field of correctional services, information systems are in place to record the place of birth and languages spoken by inmates and probationers. This enables ministry staff to recognize and anticipate special linguistic and other needs. In addition, a computerized inventory of the languages

spoken by ministry staff is maintained, currently consisting of some 60 languages, including Canadian Native tongues. Over 400 staff of the Ministry of Correctional Services have also indicated that they have an ability to communicate in French.

Assistance is provided to clients of the Metro Toronto area driver-licensing offices, operated directly by the Ministry of Transportation and Communications. Staff utilize their extensive knowledge of other languages to assist the public licensing procedures.

The Worker's Compensation Board provides translation and interpreting services in more than 25 languages. Approximately one third of the claims adjudicators have a second language capability, representing 19 different languages. The majority of the head office counselling staff have a second language capability. Interpretation services are provided on request and free of charge at appeal hearings.

Staff of the Art Gallery of Ontario are drawn from many different ethnocultural backgrounds, and a total of 14 languages is spoken.

Improving Information Access

In addition to in-house multilingual staff, a few ministries have extended their services to provide information to ethnocultural client groups by developing innovative approaches.

- The Ministry of Revenue continues to operate a multilingual telephone information and walk-in inquiry centre in Toronto. This facility now handles inquiries in 18 languages on Ontario Tax Grants for Seniors, the Guaranteed Annual Income System, and Ontario Tax Credits.
- The Ministry of Consumer and Commercial Relations' Consumer Information Centre in Toronto provides three primary services a) public inquiry, a toll-free bilingual service which responds to consumer questions from across Ontario; b) a resource library, which provides films, games, learning kits and books on loan to consumer educators; and c) a consumer education outreach program, which aids consumer educators and others by training, consultation and development of learning materials. The centre also conducted a pilot project to inform community and ethnocultural centres about ministry and centre services.
- The blue pages at the back of the Bell telephone directory are an initiative undertaken by the Ministry of Government Services as an attempt to

equalize access to Ontario government services for all Ontario residents, regardless of where they live, and to improve the awareness of government services by simplifying and clarifying telephone directory listings.

- In addition to the blue pages, Government Services is making available to other ministries an add-on feature for telephones, which allows any user to add a third-party to a telephone conversation. This service is especially useful for handling calls in third languages, because it allows the civil servant, or member of the provincial parliament, to put the caller on hold, dial an interpreter on another line, and then bridge the calls so the interpreter can speak directly to the inquirer and interpret on the spot.
- A street-level information centre in Toronto, operated by the Ministry of Labour, is staffed by people with facility in Portuguese and Italian. These two languages account for approximately 90 per cent of queries from the non-English-speaking public. Staff from elsewhere in the ministry are available to translate to and from French, several Chinese dialects, Hindi, Urdu and Vietnamese, among others, as the need arises.
- Dialogue 81, a 1½-day seminar, was planned by an interministerial group and sponsored by the Citizenship Development Branch and Communications Branch of the Ministry of Citizenship and Culture. It brought together 150 representatives of ethnocultural organizations, information centres, libraries, the ethnic media, and social service agencies from across Ontario, with government communications staff. Delegates formulated several recommendations directed to government and to community agencies on how to improve methods to convey information about government programs to ethnocultural groups. Several suggestions were adopted by the Council of Communications Directors for further consideration and implementation.

Support for Information Centres

One key to the effective delivery of information about government programs in a community is the local information centre. These non-profit organizations are funded in part through the Ministry of Citizenship and Culture. They have existed for many years, in response to the fact that citizens need, not only information, but help, in gaining access to the various services and programs provided by government, community

agencies and organizations and volunteer groups. In 1981 over 50 community information centres were operating in 46 centres in Ontario and offering many free services, besides the provision of information, to their multicultural clientele.

Many information centres have in-house multilingual staff to assist non-English or non-French-speaking clients; if this capacity is not available, centres have organized corps of multilingual volunteer translators and interpreters to assist as required.

Services offered by information centres frequently include income tax clinics for newcomers and seniors, citizenship registration, translation, provision of space for English classes or community groups, and publication of community service directories and newsletters.

Programs Directed at Newcomers

The government is aware that the ability to make use of services to which individuals are entitled, is frequently hampered by their inability to speak English or French, their unfamiliarity with how the system of providing services operates, and an ignorance (often shared by long-term residents) of the variety of programs, services and benefits one can make use of as a resident in Ontario. For this reason a number of ministries offer special services directed at newcomers to Ontario to assist them in overcoming these barriers.

Language and Citizenship Instruction

Immigrant education is one field that requires special attention to language needs by providing assistance in learning official languages.

Many Boards of Education provide evening classes in citizenship and language instruction for adult landed immigrants. These classes are offered in addition to those provided through financial support available to boards from the Ministry of Education's language instruction weighting factor and the compensatory education weighting factor. The former is directed towards Boards of Education to help offset the costs of providing language, orientation and adjustment instruction for children whose first language is other than English or French. The compensatory education weighting factor has been used in part as a means of helping school boards that recognize responsibilities for meeting the adjustment needs of immigrant students.

Because English is a prerequisite for most jobs, ESL training has been given high priority by all levels of government and the voluntary sector. In 1981/82, the federal government, through the Canada Employment and Immigration Commission, purchased training for 4,602 individuals requiring language instruction.

The Department of the Secretary of State assists in the provision of language and citizenship instruction through the federal/provincial language and textbook agreement.

The Ministry of Citizenship and Culture's Newcomer Services Branch is involved in the provision of newcomer language orientation and citizenship classes at Ontario Welcome House. The branch also funds voluntary organizations and some community colleges for the operation of community-based language, orientation, literacy, and citizenship preparation classes held in co-operation with Boards of Education, libraries, churches, etc.

More than 300 community language programs, some with a bilingual component, are operated by over 1,000 paid and volunteer staff with financial support from the ministry. During 1981/82, over $880,000 was spent for these programs, through the Newcomer Language and Orientation Classes (NLOC) and the Indochinese Refugee Grants Programs.

In about 130 centres across Ontario, English and orientation classes are provided for adults, while their preschool children participate in a nursery program. These classes are usually held two mornings or afternoons a week, generally throughout the academic year.

In most cases, NLOC programs are co-sponsored and financed jointly with local educational institutions.

More than 10,500 learners participated in the community language programs in 1981/82.

A program, initiated by the Newcomer Services Branch and now funded through NLOC, is the telephone tutoring program called Help a Friend Learn English. In this program, volunteers use the telephone to help Spanish-speaking newcomers learn English in the comfort and convenience of their own homes. Frequently the volunteer tutor becomes the student by learning the language of the newcomer in return — a real example of multiculturalism in action! At last count, 168 volunteers were tutoring students in seven areas in Metropolitan Toronto. There are plans to expand the tutoring program to Chinese-speaking newcomers.

"Bilingual" classes for immigrant adults with special learning needs are operated by 16 organizations funded through NLOC. The bilingual classes differ from the regular language classes in that, instead of classes having students of mixed linguistic backgrounds, they are all from one language group and their teacher teaches in the language of the learner and in English.

The Ministry of Consumer and Commercial Relations, Consumer Information Centre has co-operated with the Newcomer Services Branch to design specialized programs for newcomers in ESL classes. Topics include auto insurance, general insurance, consumer rights and responsibilities, and buying a car.

In many immigrant families, both parents have full-time jobs, often with one parent working a day shift and the other an evening shift, so that care can be provided within the family for children. Added home responsibilities leave little time or energy for going to classes to learn English, no matter how eager parents may be to do so. The NLOC program has supported some pilot English In The Workplace classes, and material development, in order to overcome this difficulty.

Supporting the NLOC grants program is a teacher-training component. For example, in 1981/82, five courses, 80 workshops and many program consultations were provided for the paid and volunteer staff in the NLOC programs. Due to the large number of people involved, the Newcomer Services Branch alternates the provision of courses, focusing on Metro Toronto one year, and outside-Metro the next. In 1982/83, the focus occurred outside Metro.

Recognising the need for qualified teachers in all ESL programs, a number of institutions offer specialist training for teachers and/or volunteer teachers of English as a second language. An annual conference, initiated by the Newcomer Services Branch and now in its 16th year, is currently sponsored by the TESL Association of Ontario. More than 900 ESL teachers from all over Ontario attend. Regional conferences are often organized by local affiliates to the TESL Association in co-operation with the Newcomer Services Branch.

To supplement the ESL program, the Resource Centre of the Ministry of Citizenship and Culture maintains a large collection of books, periodicals, tapes, films and videotapes. These are available to teachers, either picked

up in person or sent by parcel service. A consultative service complements the work of the Resource Centre. Over 2,000 English-as-a-second-language teachers in Ontario request general information regarding second language instruction from the Newcomer Services Branch.

Resources to assist newcomers and teachers are developed by the branch. Well up on the list of factors helping immigrants learn English, is a graded English newspaper, Newcomer News. This is published by the Ministry of Citizenship and Culture about 12 times a year, and it is in ever-increasing demand. The current circulation is more than 50,000 per issue.

Another publication, Newcomers' Guide To Services In Ontario, provides information in 23 languages to newcomers and their teachers/counsellors on services available from government and the community. The Polish edition has been published in response to the Polish refugees, and editions in French, Czech, Hungarian, Romanian and Ukrainian are under way. Other materials include TESL Talk, publications for teachers, phrase books in Chinese and Spanish, and various specialist instructional materials for classroom use to help teachers integrate relevant orientation content with language teaching.

The Ontario Housing Corporation recognizes that many different cultural groups reside in housing administered by the corporation: Chinese, East Indian, Greek, Hungarian, Portuguese, Spanish, and West Indian, to name a few. OHC frequently offers its premises for English-language classes for newcomers, life skills programs, or workshops dealing with such basic matters as filling out an income tax return.

The Translation Bureau of the Ministry of Government Services assists newcomers by a) translating (free of charge) those basic documents required by landed immigrants and Canadian citizens, either to further their education or find employment; b) providing interpretation assistance to ministries in those languages handled by government staff, or assisting ministries in locating qualified interpreters in other languages in the private sector.

Reception and Orientation Services

The Ministry of Citizenship and Culture, through the Newcomer Services Branch, provides multilingual reception and orientation information to

recent immigrants through initial reception services at Toronto International Airport, and settlement information and services at Ontario Welcome House.

At Toronto International Airport, newcomers are provided with multilingual welcome kits containing information of immediate practical use. These kits also are distributed by federal immigration officers to Ontario-bound immigrants at other Canadian ports of entry. During 1981/82, multilingual reception services were provided for approximately 22,500 newcomers at Toronto International Airport.

Ontario Welcome House, initially established in 1972 to respond to the Ugandan refugees, is a multi-service, store-front type of operation. Multilingual counsellors provide information for settlement purposes, including referral services. It has proved especially effective during movements of refugees. In 1981/82, the settlement information staff of Ontario Welcome House assisted approximately 5,900 newcomers, 75 per cent of which were refugees.

The Newcomer Services Branch also encourages community-based reception throughout the province, by providing consulting services and support of volunteer groups and organizations. Some of the projects undertaken by these immigrant aid agencies are sponsored under the branch's newcomer integration grants program. The budget for the 81/82 fiscal year was $160,000. Projects supported are usually co-funded and have a limited 3-year duration.

Supplementary Services For Intermediaries

Supplementing the programs that are provided directly to newcomers, are services developed for professionals, such as community workers, teachers, health-care workers, social service workers and others in the field of multiculturalism, or working directly with newcomers. These services include the development of resources for use in the community, staff-training programs to explore issues related to multiculturalism and intercultural understanding, and the sponsorship of conferences and seminars to increase professionals' skill levels. This type of assistance encourages and enables established community institutions and government to learn how to become more accessible and more sensitive to the special needs of newer cultural, linguistic and racial groups, which represent an increasingly large proportion of their actual or potential clientele.

The Ministry of Education and the Ministry of Citizenship and Culture, along with the TESL Association of Ontario, co-operated in the preparation and production of an English As A Second Language/Dialect Directory Of Services And Resources. This has been widely distributed, with copies sent to every school in the province, and to a number of community service agencies and organizations.

The Ministry of Education has supplemented the English as a Second Language/Dialect curriculum guideline, for the intermediate and senior divisions, with three support documents in the Curriculum Ideas For Teachers series. In response to the large influx of Indochinese refugees, the ministry conducted two three-day seminars, one in Sudbury and one in Dryden, to assist teachers who were being initiated into the teaching of English as a second language.

Employment-related Programs

The Women's Bureau in the Ministry of Labour recognizes that many immigrant women are employed in the low-paying service and manufacturing industries. These women are disadvantaged by both a lack of facility in the English language, and little knowledge of labor legislation. The bureau operates an outreach program to provide labor information to immigrant women, and to assist them with work-related problems. Printed material containing information on labor legislation is translated into eight languages and is distributed free of charge. A community liaison officer offers program development assistance to community groups and government agencies.

The Secretariat for Social Development funds community-based organizations that provide employment counselling, assistance in finding a job and follow-up to disadvantaged, unemployed youth, 15 to 24 years of age. There are counselling centres in 20 communities with another 10 opening by the spring of 1983. Youth who are served by these centres have at least one of the following barriers to employment: a lack of work experience or formal training, few effective job search or life skills, a lack of informal job network, funds for a systematic job search, low educational levels, a poor self-image or motivational problems, an unrealistic view of the working world, or a criminal record. Young newcomers to those communities that sponsor these counselling services are welcome to apply for help.

The Secretariat for Social Development also co-ordinates "Experience" programs of employment for young people in industry, community organizations, and government ministries. For instance:

In Northern Ontario, the Ministry of Citizenship and Culture hires up to 70 Native youth who are sponsored by Native organizations and Band Councils to undertake community jobs such as building outdoor recreation facilities, assisting with activity programs in Little Beaver Clubs within Friendship Centres, helping staff in pre-school programs, and recording the stories of Elders.

The Ministry of Citizenship and Culture funds local organizations to hire young people to help new immigrants settle and learn English. Over 40 young people visit or assist homebound older adults, day-care or recreational programming for youth.

The Ministry of Labour's Women's Bureau assists community agencies by placing experience students with them. Organizations working with immigrant women are represented by a third of all program proposals accepted.

The Ministry of Health places young people in community organizations serving people who are emotionally and mentally-disturbed, including those who have newcomers among their client groups.

The mandate of the Ontario Manpower Commission includes the development of "employment strategies" for disadvantaged groups, including Native people. A background paper currently is being prepared, with an employment strategy to follow.

The Ministry of Labour's Handicapped Employment Program has been concerned that job seekers who are disabled may also encounter ethnic bias and thus be doubly handicapped. The program is partially funding a proposed docu-drama called The Fighters, the theme of which is disability and ethnicity.

The Workmen's Compensation Board, through its Ethnic Services Branch, organized a total of eleven conferences in 1982. These conferences are aimed at better acquainting the ethnic communities throughout the province with the workings of the board and the provisions of the Workmen's Compensation Act.

In addition to publications and conferences, the board co-produces, with Toronto's MTV, a weekly half-hour television program in Italian. Taped information programming in Italian and Portuguese is aired on a number of radio stations.

Intercultural Relations

One way of improving access to services is to make service providers more sensitive to communication factors influencing customer service. Successful communication depends not only on basic language proficiency, but also on such factors as an appreciation of different cultural values, reading communication signals and interpreting them appropriately, knowing something about the backgrounds of different cultural groups, and so on. Several ministries have initiated programs to help their staff become better service providers in a multicultural community.

For example, there are on-going sensitivity programs and training on multiculturalism for such front-line field staff as area, maintenance and building supervisors and community relations workers with OHC. This activity will soon be extended to all property management staff. Property managers attend in-house seminars on multiculturalism from time to time. Housing authority field staff are encouraged to attend workshops on multiculturalism that are sponsored by community and service groups. OHC staff themselves also serve as resource persons on various committees established by municipalities to co-ordinate services to the community.

As a further aid to intercultural relations the Ministry of Municipal Affairs and Housing holds regular staff seminars to promote better understanding of particular cultural needs of the various tenant populations; in addition, a community liaison officer with the Metropolitan Toronto Housing Authority is on a special assignment to assess possible program development on multicultural issues. He also is preparing a resource catalogue for OHC's property management staff.

The Conciliation and Mediation Branch of the Ministry of Labour's Industrial Relations Division responded to the request of a union and an employer to provide "preventive mediation" assistance after a long and bitter strike. One major cause of the extremely strained relationship was the fact that the majority of the employees and first line supervisors spoke Portuguese and little or no English, while management were largely unable to speak Portuguese. With the assistance of Portuguese-speaking staff from this ministry, the Human Rights Commission, and the Ministry of Citizenship and Culture, a two-day "relationship improvement program" was presented. All discussions and documentation were in both languages. Indications have been that the parties are pleased with the results of their discussions, and ministry staff have noted a clearly improved relationship.

Within the Ministry of Correctional Services' West Toronto Region, both officers and support services staff have received intensive training in ethnic awareness and ethnic sensitivity. Volunteers representing various ethnic groups have been recruited to provide, in general: client service, public education, and crime-prevention programs.

Awareness on the part of government ministries of the need for greater understanding of cultural differences and similarities is also reflected in the customer service and hospitality training sessions for Ministry of Natural Resources park staff which explore the special needs of different ethnocultural client groups.

Designated by cabinet as having the lead responsibility for promoting multiculturalism within government, the Ministry of Citizenship and Culture offers a variety of specialized programs to improve intercultural relations. Within government, the Citizenship Development Branch enhances access to the services of the Ontario government for all residents of the province, irrespective of their ethnocultural backgrounds. It does this by assuming a lead networking role in sharing information and resources on multiculturalism with other ministries, by providing advice and assistance to interministerial clients through committees such as the Interministerial Multicultural Contact Network, and by participating in the Interministerial Refugee Committee. The communications seminar, Dialogue '81, was the first major interministerial "access" project undertaken by the branch.

Major thrusts in intercultural understanding implemented through support of a wide variety of workshops, seminars, conferences and consultations for the helping professions, include training and development, cultural sharing, and encouraging the development of community outreach strategies to meet these needs.

The branch's intercultural development grants program supports many similar initiatives in the community within an over-all framework of the branch's goal, which is to foster: a climate of mutual understanding, appreciation and respect among the diverse ethnocultural groups that make up Ontario; a recognition of our common citizenship; a commitment to ensuring equal access for all to the benefits such citizenship bestows; and an acceptance by all of its attendant responsibilities.

The high degree of importance placed on this is manifest in the budget allocation for this program, which was over $600,000 in 1982-83. In the implementation of these objectives, the Citizenship Development Branch's

organization and planning roles range from initiation and co-ordination of specific short-term projects to long-term involvement with community groups. The variety of these endeavors and involvements may be deduced from the following partial list of conferences, projects and workshops which stress intercultural relations in which the branch had various degrees of involvement in 1982-83:

- The branch provided financial assistance for the Thunder Bay Multicultural Association to co-ordinate intercultural events in the Thunder Bay area and to organize a conference on multiculturalism.
- Consultation and financial support was provided to the YWCA of Metropolitan Toronto to design and implement an intercultural training program for staff and volunteers.
- The branch provided co-ordinating costs for the Parkdale Intercultural Council to operate programs designed to promote positive social and cultural relations among individuals and groups of diverse ethnocultural backgrounds.
- The branch also organized conferences and workshops to promote intercultural sensitization and understanding.
- Over 200 young people participated in a two-day Citizenship Youth Conference to share common issues and concerns related to citizenship development and multiculturalism.
- A 10-week Train The Trainer program in intercultural communications was organized for representatives of 15 agencies in Metropolitan Toronto. In addition, the branch supports leadership development through a small grants program of approximately $70,000 in 1982-83.
- The Ontario Association of Volunteer Bureaus received support to co-ordinate the activities of over 50 volunteer bureaus throughout the province.
- Several grants to francophone organizations were approved to develop the leadership capabilities of francophone cultural groups.

The leadership program also supported the conduct of training programs to improve the leadership and organizational skills of members of voluntary community organizations including:

- A series of four regional workshops on situational leadership.

- The production of a resource manual, Working With Volunteers, to assist leaders who work with voluntary boards.

The development and purchase of audio-visual and printed resources is another means by which the Citizenship Development Branch promotes intercultural understanding. Throughout 1980/82, two 16 mm films were developed by the branch: We Are The World, an 18-minute film hosted by Bruno Gerussi, uses community activities, drama, interviews and music to illustrate that beyond cultural differences we share similarities that unite us as human beings. Reflections — People of Ontario is a 20-minute film that focuses on the historical development and contributions of four ethnocultural groups in Ontario — Blacks, Germans, Greeks and Koreans — and some of the difficulties they faced.

A videotape training tool has been produced by the branch to assist groups or institutions that wish to explore their activities, perceptions, prejudices and how to handle difficult intercultural situations. It is entitled One Of My Best Friends Is... Copies of the videotape and leaders' guide have been placed in ministry regional offices throughout the province and in the ministry Resource Centre at head office. Experienced branch staff members have conducted training sessions with such varied groups as teachers, YWCA staff, and police officers. A second videotape training tool has been initiated in 1982 which deals more specifically with cross-cultural communication strategies and focuses on the workplace.

Purchase of films, videotapes and books for free loan to the public has been another important aspect of the Citizenship Development Branch's responsibility. Audio-visual resources cover a wide range of subjects. Among them: introduction to multiculturalism, attitudes and prejudices, children of immigrants/children as immigrants, communication, cross-cultural communication and specific ethnocultural groups. An extensive collection of multicultural-related books and journals has been developed and deposited in the Resource Centre of the Ministry of Citizenship and Culture. Catalogues of both audio-visual and printed materials have been produced.

One area of branch activities that supports both "access" and "participation" policy components involves the strengthening of individual and group skills. Branch staff provide consultative, administrative and financial resources in the field of organizational development, leadership develop-

ment and volunteerism to organizations working within the program areas of the Ministry of Citizenship and Culture. Specifically, staff assist by assessing the learning needs of groups or organizations, by supporting the provision of skill training in such areas as program planning and evaluation, board member development and needs assessment, and by supplying clients with appropriate resources and materials.

The leadership development grants program had a budget of about $150,000 in 1981-82. Assistance was provided to such varied voluntary organizations as the Union Culturelle des Franco-Ontariennes, Kenora Literacy Group, Hamilton Public Library and volunteer bureaus in London and Sault Ste. Marie.

Research

One of the initiatives taken by the Ministry of Citizenship and Culture to help meet the access needs of Ontario's ethnocultural communities has been to begin developing an information base about the ethnocultural composition and character of the province. This includes:

- regular reports on immigration arrivals in Ontario;
- ethnocultural composition of population by mother tongue;
- ethnocultural mapping of major and mid-size communities (originally based on 1976 census statistics, this now is being updated with the '81 figures);
- development of ethnocultural profiles on 65 groups;
- bibliographic retrieval system to co-ordinate research and data collection on multicultural themes.

In addition, the research office of this ministry's Multiculturalism and Citizenship Division participates, whenever possible, in current research projects in order to expand its ethnocultural information base. Recent projects have included in-depth analyses of the University of Toronto's Child in the City research material on activity patterns of 7,000 grade nine students in Metro Toronto by ethnocultural group (1981) and the addition of ethnocultural-related questions to the Toronto Area Survey (1981) conducted by the Institute for Behavioural Research at York University. Occasionally small original research projects are sponsored or co-sponsored by the program branches which complement the objectives of the research

office. These have included a profile of the Latin American community by the Hispanic Social Development Council and a major undertaking conducted by the Ontario Council of Agencies Servicing Immigrants to identify social service needs of immigrants who have lived in Ontario longer than three years.

A number of research projects have been sponsored through the Ministry of Education's grants in aid of educational research: for example, the study related to School And Community Co-operation In A Program To Assist The Immigrant Student (Henderson and Silverman), the study of Factors Affecting The Integration Of West Indian Students Into The School System (Virgin et al), and the study of Testing, Assessment, Counselling And Placement Of Ethnic Minority Students (Samuda and Crawford).

This ministry has also published, in both English and French, a Review and Evaluation Bulletin, Special Populations In Education — A Description Of Their Finance And Organization In Ontario. This publication was prepared for the Centre for Educational Research and Innovation, Organization for Economic Co-operation and Development.

Programs Directed at Refugees

In July, 1979, the federal government announced that Canada would accept 50,000 Southeast Asian refugees by December, 1980. Because Ontario has traditionally been the main beneficiary of immigrant and refugee movements to Canada, the province acted quickly, indicating that all Southeast Asian refugees who wished to settle here would be welcome. It is estimated that the province will have received at least 32,000 refugees from Southeast Asia by December, 1982.

The Ministry of Citizenship and Culture was designated as lead ministry with responsibility for co-ordinating provincial refugee settlement programs. The Newcomer Services Branch, the main provincial agency responsible for settlement of all new arrivals, temporarily extended its regular program activities to meet the needs of this large refugee movement by establishing the Indo-Chinese Refugee Settlement Unit. For the period from 1979 to 1981, when the special services became fully integrated into regular branch activities, the unit provided general co-ordination of provincial refugee settlement programs throughout Ontario to facilitate access to government services, and social and cultural integration (especially for their long-term settlement). The programs and services of the Indo-Chinese

Refugee Settlement Unit were a microcosm of those provided for all newcomers to Ontario by the Newcomer Services Branch. This unit's unique achievement lay in organizing quickly to co-ordinate activities to meet the needs of an unusually large group of refugees and their sponsors in more than 300 communities across Ontario.

Some significant activities during this special period were:

- A Metro Toronto Task Force was formed to focus on the settlement needs of the Southeast Asian refugees. The report and recommendations of the task force to all three levels of government identified that the refugees' needs were similar to those of all non-English-speaking newcomers — differing only in degree, i.e. the Southeast Asians were even more vulnerable due to their traumatic refugee experiences. The report called for increased co-ordination and co-operation to facilitate early settlement.
- An interministerial committee was established, chaired by the Ministry of Citizenship and Culture to share information, and co-ordinate and facilitate provincial program delivery. This committee continues to meet, having broadened its focus to include all refugees.
- At the United Nations High Commission on Refugees' workshop on Southeast Asian refugee settlement, held in Geneva in September, 1980, indications were that Ontario was playing a leading role in refugee settlement world-wide as Canada took the largest number of refugees proportionate to its population and Ontario received at least 48 per cent over-all.

Participation and Responsible Citizenship

Another aspect of the multicultural policy is to ensure equal access for all residents of the province to the services and programs of the Ontario government. This is complemented by a commitment to enhance the participatory role of all individuals in the social, cultural and political life of the province by removing cultural barriers to full participation and by developing, where necessary, the skills required to do so.

Several ministries and agencies take an active role in providing such opportunities for groups and individuals to share in the rights, privileges and responsibilities of full and equal citizenship.

Participating as contributing members of society, a basic facet of good citizenship, takes many forms: involvement in parent-school groups, volunteer work in the health field, work with youth or seniors groups, participating and voting in the election process, service to the community through membership on local boards or commissions, and so on. This section outlines some of them.

Outreach to Develop Skills or Provide Information

Sometimes people are hesitant to approach government for service because they are not sufficiently confident of their ability to speak English or French, or they do not associate government bureaucracies with the provision of friendly free assistance, or they are unaware that government offers services and programs to which they are entitled. In order to remedy their situation programs have been developed to take information and services into the community as a way of ensuring that cultural or linguistic barriers do not inhibit full participation in society.

Language and Citizenship Instruction

Many Boards of Education provide evening classes in citizenship and language instruction for landed immigrants. These classes are offered in addition to those provided through the provincial support given boards to offset the costs of providing language, orientation and adjustment instruction for pupils whose first language is other than English or French, through the language instruction weighting factor and the compensatory education weighting factor.

The Ministry of Citizenship and Culture through the Newcomer Services Branch, contributes to the full integration of immigrants enabling them to become full and equal members of society.

The Newcomer Services Branch assists intermediaries such as immigrant aid agencies, mainstream agencies, libraries, educational institutions and the voluntary sector and participates directly in the provision of settlement information and services, as well as language/citizenship/orientation training. A full description of the branch's programs is contained in the Access section.

Probation and Parole

An outreach pilot project in the Jane/Finch area of Metro Toronto was established in 1981 by the Ministry of Correctional Services. A satellite probation and parole office was set up to provide closer community supervision and services to that area. The Toronto West region of the ministry also established a parents' awareness training program in Etobicoke to provide information and training to parents interested in and/or referred for assistance in dealing with their children.

Consumer Skills

Staff of the Consumer Information Centre have developed pilot projects to work with ethnocultural organizations in sponsoring consumer skill workshops. Ministry staff also have developed specialized teaching materials for use in language classes that focus on consumer rights and responsibilities.

Public Participation

Ministries are involved in a consultative relationship with community groups regarding changes in policy thrusts or directions. In order to encourage and facilitate public involvement in these types of decision-making processes, it is often necessary to translate technical documentation to enable multilingual residents to be fully informed throughout the participation process: One such example includes land-use planning reports prepared by the Ministry of Natural Resources for the West Patricia area, all of which have been translated into both Cree and Ojibway.

Citizenship on CJRT-FM

CJRT-FM is a non-commercial educational radio station broadcasting 19 hours a day, seven days a week. On March 31, 1982, CJRT-FM completed its first year of transmission from the CN Tower. This move greatly improved the reception of CJRT in Metro Toronto and extended its coverage to listen-

ers within 100 miles of Toronto. Now CJRT programming is available to 70 per cent of the population of Ontario.

More than half of the station's annual operating budget is provided by the Ministry of Citizenship and Culture. The remainder of the budget is donated by listeners and the business community. Several series broadcast on CJRT-FM, and produced by its Open College, foster a sense of citizenship and participation in society by focusing on such issues as What's The Law?, a biennial series, and Income Tax, an annual series. Open College credit courses such as Search For A Nation: A History Of The Canadian People, and City Politics: Understanding Urban Problems, also contribute to a greater awareness of the responsibilities of citizenship. Other programs, such as News Journal, Conversations, and Sunday Journal highlight and analyse current events.

Skill Development

Participation in community life, in the full range of social, cultural or political affairs is dependent on an individual's knowledge and understanding of those affairs, their willingness to become involved, and a certain level of skill in order to do so. Several government programs are aimed specifically at the latter factor.

Student Leadership Training

A multicultural, multiracial Student Leadership Seminar is conducted annually by the Ministry of Education as part of a joint effort with school boards across the province to develop constructive leadership in secondary school students. The ministry's five-day seminar, which was initiated in 1978, is a live-in experience at the Ontario Student Leadership Centre, Longford Mills.

Student and Teacher Exchange Programs

The Special Projects Branch of the Ministry of Education supports a number of educational and cultural exchange programs involving students and teachers in Ontario and in other provinces and countries. Some of these relate exclusively to French as a second language and French as a minority language. Together with such programs as Project Canada, which is administered by the Ministry of Education in co-operation with Ministries of Education in other Canadian provinces, these exchanges provide young people with opportunities to gain a broader understanding of the multicultural character of Canada and to develop a sense of national pride.

Student Employment

Through its Summer Experience programs the Secretariat for Social Development has provided summer employment opportunities for students to work together in a multicultural setting on a variety of multicultural activities. Certain enterprises were carried out in association with other bodies including the Ministry of Education, the Ministry of Citizenship and Culture, the Ontario Human Rights Commission, the Ontario Educational Communications Authority and Metropolitan Toronto Libraries.

Within the Ministry of Education, projects included the preparation of: A Resource List For A Multicultural Society; a multicultural calender, Celebrations Of Our Multicultural Society, which was distributed to schools in the province as part of the celebrations for the International Year of the Child; three local history projects whose findings were donated to Toronto libraries as information for students, teachers and citizens in the local community; a slide-tape show on Multiculturalism; a multicultural cookbook; a project on Children's Games Around The World; and a film-oriented project in which students developed skills in analysing media representations of other cultures.

The Women's Bureau in the Ministry of Labour has conducted "Experience" summer employment programs which have assisted community agencies by placing students with them; organizations working with immigrant women have been represented by a third of all program proposals accepted.

Similarly the Ministry of Citizenship and Culture has sponsored a number of summer employment projects through community agencies to encourage students working within multicultural communities to develop skills in community programming, project implementation, the development of audio-visual material, research and other areas in response to proposals received from the community.

Labor and Employment

The Women's Bureau of the Ministry of Labour operates an outreach program to provide labor information to immigrant women. Its activities include publicizing labor legislation through public speaking engagements, printed materials and a slide-tape show in simplified English which the bureau hopes to dub in other languages. The bureau provides a consulting service to vocational and guidance counsellors on non-sexist counselling

techniques. This service is utilized by universities, community colleges, schools and community agencies.

The Handicapped Employment Program of the Ministry of Labour has provided consultation and advice through COSTI, a large social service agency in Toronto, to the Italian community with particular concern for the rights of injured workers in that community.

In addition, the ministry's Employment Standards Branch conducts seminars on request for employees and students, outlining their rights under The Employment Standards Act. This service is available in a variety of languages as is a similar presentation for employers.

The Ministry of Citizenship and Culture is developing on-the-job English language instruction. As mentioned in a previous section, the Newcomer Services Branch has sponsored some ESL on-the-job projects and hopes to do more in the future to directly increase newcomers' ability to fully participate in the workplace with the co-operation of the private sector.

The positive summer "Experience" programs of the Secretariat for Social Development were extended in 1982-83 to a winter Experience program with many of the same elements. In the winter program, emphasis is on employment for young people who have not attended school full time for at least 12 weeks, who are unemployed and who have been looking for work for at least 12 weeks. Of course, these young people aged 16 to 24 must be eligible to work in Canada.

Education

Curriculum guidelines in history focus on the goals of responsible citizenship. A support document for the primary/junior divisions entitled From Values To Laws contains curriculum ideas for teachers in developing self-respect, respect for others and respect for the rule of law.

As a means of encouraging residents to become more comfortable and familiar with the obligations of citizenship, the Ontario Housing Corporation frequently offers its premises for English language training, life skills programs, or clinics to learn how to complete income tax and other forms.

The Secretariat for Social Development sponsors Career Week in elementary and secondary schools and provides the booklet The Edge — On Finding a Job or Creating Your Own, and Making the Most of It, to guide young people in their future employment decisions. The Edge is translated into six Indochinese languages.

Leadership Development

The Leadership Development Grants Program of the Ministry of Citizenship and Culture is one of the resources used to advance and encourage active and responsible citizenship through the promotion of effective community leadership, organizational development and voluntary participation.

This focus is based on the premise that the harnessing of resources, human and material, by the people of the community on their own behalf is a real citizenship task. There is a need to develop drive and know-how to take appropriate action about local affairs.

If persons and groups have the necessary skills and resources at their disposal, they will be more likely to participate in and contribute in a positive way to the development of their communities. The leadership grants program is thus intended to assist both individuals and groups to develop leadership competencies so that the community can provide its own resources, options and opportunities and at the same time offer depth and breadth for individual involvement, learning and contribution through the mediums of culture in its broadest sense.

The grants program, with a budget of just over $100,000 in 1981/82, supports two categories of leadership development projects: individual skills training and organizational development activities.

Individual skills training focuses on one or more of the following:

a) *General Leadership Skills*
Projects assist in the development of skills necessary to work more effectively with others. Topics like interpersonal communication leadership styles and conducting effective meetings may be included.

b) *Community Leadership Skills*
Projects aim to help leaders work more effectively on behalf of their organization within a community context. Examples of topics that may be included are community structure and organization, community diagnosis, intergroup relations and citizen participation.

c) *Organization Management Skills*
Training activities increase one's ability to work with and through others within an organization. Problem solving, decision making, team building, planned change strategies and consulting skills may be included.

d) Trainer/Instructor Skills

Projects improve the skills of those who do leadership training or provide instruction to others. Topics like assessing learning needs, workshop design, adult learning theory and instructional methods pertaining to leadership training may be included.

e) Volunteer Development Skills

Training projects in this area are directed toward leaders responsible for co-ordinating and working with volunteers. Examples of topics are motivation, recruitment, staff/volunteer relationships and boardsmanship.

Grants in the Organization Development Activities category are intended to support community groups that have identified the need for improving the internal effectiveness of their organization. Such organization development projects assist in the diagnosis and identification of problems and the development and implementation of activities to bring about planned change. These activities might be directed toward such areas in the organization as inter-departmental relations, goal-setting and planning, team building, and role clarification.

Examples of leadership development projects sponsored by the Ministry of Citizenship and Culture since 1980 include a two-day Metro Toronto-wide leadership conference attended by representatives from 37 different ethnocultural organizations to learn program planning skills; leadership seminars held with specific ethnocultural groups such as the Lao Association of Ontario, the National Council of Jewish Women and the Jamaican-Canadian Association; a two-day leadership skill workshop held for the Multicultural Association of Kenora and District; a series of three one-day advanced seminars held across Metro Toronto for ethnocultural groups; and a series of four two-day seminars focusing on situational leadership held in Toronto, Hamilton, Sudbury and Ottawa.

Cultural Retention and Sharing

The Ontario government recognizes that individuals and groups have distinct cultural heritages. Heritage, as a significant part of an individual's or group's sense of identity, can enrich or improve the quality of life of society when shared with the broader community. The government of Ontario supports projects that promote intercultural harmony and understanding among all sections of the population.

Media

Appreciation of the multicultural reality of Ontario is demonstrated through promotional campaigns by various ministries and agencies to acknowledge and celebrate Ontario's rich cosmopolitan nature. Some ministries have asserted their commitment in advertising or promotional literature. The Human Rights Commission has initiated a campaign, based on the theme Together We Are Ontario, which includes posters displayed on transit vehicles and in subway stations in Metro Toronto. In 1982 this campaign was expanded to radio throughout the province, in both English and French.

The Ministry of Transportation and Communications through its Communications Division has supported multicultural broadcasting. The ministry believes that multicultural TV enhances the means by which cultural and linguistic heritage is preserved and assists in maintaining cultural diversity and sharing of cultural values.

Adult Education on CJRT-FM

Open College has been offering educational programs by radio for more than a decade. Students have included a wide range of people from various occupational backgrounds who, for many reasons, prefer not to be tied to a fixed classroom schedule. Cultural retention and sharing has been one of the program areas highlighted through Open College credit courses. Specific examples have included: Ethnic Relations in Canada: Understanding People of Another Culture, and The Canadian Novel which explored the unique complex of ideas, language and imagery that shapes the literary imaginations of Canadian writers and the cultural expectations of Canadians.

Open College's informal series has also provided opportunities for cultural sharing through its programs: Perspectives On The Third World, and Pipes, Harps And Poets: Words And Music Of Ireland.

Services for Seniors

The Ministry of Community and Social Services is very aware that many older people wish to maintain their cultural and linguistic ties during their senior years. To accommodate this, funding is provided to a variety of charitable homes for the aged under the auspices of particular ethnic or cultural groups. The following partial list gives some idea of the diversity of groups represented:

Mon Sheong Home (Chinese)
Villa Columbo (Italian)
Napponia Home (Japanese)
Baycrest and Hillel Lodge (Jewish)
Heidehoff (German)
Centre d'Accueil (French)
Ivor Franko Home (Ukrainian)
Estonia Home (Estonian)

Youth and Education

Special projects with youth groups to help increase appreciation of the diversity of cultural heritages and traditions are encouraged by several ministries. The History of Ontario Foods, for example, is a current initiative in the 4-H Home-making Club food and nutrition program of the Ministry of Agriculture and Food. The project traces the backgrounds of various dishes and ethnocultural food customs that have become part of traditional Canadian food habits. Attempts have been made to introduce new cooking methods and flavoring based on traditional ethnocultural recipes. All examples of these recipes use Ontario-grown produce.

Many initiatives continue to be undertaken through the Ministry of Education and Ministry of Colleges and Universities for students.

Curriculum and Learning Materials

The Ministry of Education continues to encourage the inclusion of multicultural curriculum content across subject areas. In addition, learning materials for use in Ontario schools are evaluated for relevance and accuracy as well as avoidance of bias and stereotyping.

The ministry's publication, Race, Religion And Culture In Ontario School Materials, is designed to improve the quality and broaden the perspective

of materials by helping authors and publishers identify and avoid racial, religious, and cultural bias and prejudice.

The ministry's Learning Materials Development Plan has supported a number of multicultural projects as well as projects to develop materials for Heritage Language Programs.

A practical suggestion book for intercultural activity in the primary and junior classroom, Multiculturalism In Action, is in its third printing with an up-dated resource list. It is designed to assist teachers in carrying out the multicultural concept. The over-all approach has been to regard multiculturalism as a dimension of all curricula rather than an isolated subject area. In addition, intermediate history guidelines provide for the study of Our Multicultural Heritage by a number of possible areas of interest, through community study or group identity.

Present regulations provide for the teaching of modern languages for secondary school credit purposes. School boards may develop courses from existing guidelines or, where none exist, submit for approval locally-developed secondary school courses that adhere to the regulations governing experimental courses.

A document on Black Studies is in preparation.

A set of four posters showing students in Ontario schools learning to live together in our multiracial and multicultural society was widely distributed to schools throughout the province.

The Education Act permits transitional use of the student's home language in the process of learning the language of the school.

Heritage Languages Program

As part of its multicultural policy, the Ministry of Education introduced in 1977 the Heritage Language Program to maintain and develop the valuable language skills of our multicultural community. Heritage languages are languages other than English or French, the official languages of Canada. Under this program, the Ministry of Education provides the school boards with the necessary funds so that they can provide Heritage Language classes for pupils in the elementary schools as these are requested by the parents in their jurisdiction. In 1981, the cost of the Heritage Language Program was $6,200,000. Provided under Continuing Education, these classes are in addition to the regular school program and are intended to improve the quality

of education experience and family life for those ethnic groups wishing to maintain their native language.

There has been a steady increase in enrolment in heritage language classes which, in 1981, amounted to 78,208 elementary school pupils studying 45 languages.

A fact sheet describing Ontario's Heritage Languages Program is available from the ministry's Communications Services Branch.

The Judicial System

The issue of access by witnesses in court proceedings to the scriptures of their religion has been recognized by the Ministry of the Attorney General for some time. The Courtroom Procedure manual used in the Supreme and County Courts details many of the oaths used by various religious groups. The provincial courts are preparing a similar manual now. As well, in Toronto and other areas where there is a demonstrated need, the various religious texts are available in court offices.

The courts also take cognizance of the religious holidays of participants in court proceedings when they adjourn proceedings and set dates for trials.

The Ministry of Correctional Services makes provision for special diets for inmates with religious and/or ethnic requirements and certain religious holidays are accommodated within the administration of Ontario's correctional institutions.

Staff Training Programs

Professional development activities have been a major focus of the Ministry of Education's multicultural thrust. Ministry personnel have responded to requests from many parts of the province for assistance with workshops, seminars, and lecture sessions for teachers on multicultural topics. An informal liaison is maintained with school boards, schools, principals' associations and various other professional and community organizations with particular educational concerns in this field. The ministry was involved with the Ontario Educational Communications Authority in the development and production of Be A Good Boy Now, a portrait of a young Jamaican boy preparing to move to Canada. The program has been used in teacher workshops on multiculturalism and it has proven to be valuable with wider audiences of both children and adults.

The Ministry of Colleges and Universities offers three-session additional qualification courses leading to a specialist qualification in both Multiculturalism in Education and in English as a Second Language. These courses are made available to qualified teachers, both in winter and summer sessions, at teacher education institutions in the province.

A number of other ministries have initiated training programs for staff who are serving clientele of diverse cultural backgrounds. Ontario Housing Corporation offers on-going sensitivity and cultural awareness sessions for its front-line field staff, and regular seminars are held to promote a better understanding of particular ethnocultural needs of the OHC tenant populations. Similar awareness training programs focusing on Native people have been organized for crown attorneys by the Ministry of the Attorney General in co-operation with the Native Council on Justice. The Ministry of Natural Resources, through the Office of Indian Resource Policy, is planning a series of similar seminars for ministry staff who work with Native people on such issues as hunting and fishing regulations.

The Ministry of Correctional Services offers staff training sessions in ethnocultural awareness and sensitivity, and the Ministry of Health's human resources branch has initiated a course, Communications Skills: Managing Intercultural Problems, for its staff.

Arts Festivals and Celebrations

Most of us are familiar with multicultural events that involve music, song, dance, foods, and crafts. These events usually are sponsored by community groups, often with the assistance of the Wintario Multiculturalism and Citizenship Program, but some ministries and agencies offer or support such events as they relate to their respective mandates.

It is common for many of the cultural groups residing in Ontario Housing Corporation accommodation to hold special multicultural activities in and around their housing projects. The Ontario Housing Corporation supports such activities by providing space, and encouraging tenants to organize events such as multicultural potluck suppers, musical events, special recreational programs, travelogues and annual Christmas Around The World festivals.

Special events sponsored by the Ministry of Natural Resources in provincial parks encourage the participation of cultural groups related to demonstrations and displays.

The Secretariat for Social Development sponsors Senior Citizens' Week and Family Unity Month in June. These celebrations are community-based initiatives which focus on the contributions that families and seniors make to the Ontario social structure. Wherever possible, the multicultural reality of Ontario's population is depicted in the material produced and distributed by the secretariat in support of local efforts.

In an attempt to provide more exposure for minority professional artists, the Ministry of Citizenship and Culture has sponsored a number of art exhibitions. Each of these special premiers has been held in the minister's boardroom at head office. The artists' works have been displayed in the ministry reception area and conference rooms.

Sharing Through Poetry and Sharing Through Music were two unique projects undertaken by the Ministry of Citizenship and Culture. These demonstrated, in many cases, the similarities shared by people of diverse cultural backgrounds. Accomplished with the co-operation and assistance of the community relations office at the University of Toronto, three evenings of poetry and music have been held, attended by capacity audiences. Sharing Through Poetry was a presentation by eight poets of Greek, Italian, Spanish and Portuguese heritages living and writing in Canada. It was designed to explore the possible commonalities that might be found in the work of people who share the experience of immigration to Canada from countries with many similar cultural traditions.

Two separate evenings of Sharing Through Music focused respectively on instruments of the lute family ranging across the cultural traditions of Central and South America, Greece, Portugal, Turkey and the Ukraine, and instruments of the bagpipe family from the cultural traditions of Greece, Romania, Italy, Portugal, French Brittany, English midlands, Scotland and Ireland. Publications detailing all three Sharing programs have been made available from the Ministry of Citizenship and Culture.

Wintario Multiculturalism and Citizenship has assisted many community organizations who wish to share their cultural heritage with the broader community. For example, one organization was assisted by Wintario to produce a film on the East Indian community. The documentary examines the lives and attitudes of several prominent people of East Indian origin in the Toronto area.

It shows the contributions these individuals have made to Ontario society. It urged other members of the East Indian community to share their culture with Canadian friends and to participate in Ontario's multicultural society. The film inspired so much enthusiasm on the part of the production company that staff donated much of their time and labor to complete it.

The Art Gallery of Ontario houses and exhibits outstanding collections of historic and contemporary European, American and Inuit art. A full program of public lectures, films, tours and other educational activities add to the enjoyment of the permanent and changing exhibitions on view during the year.

Among multicultural services offered are important exhibitions of art from many nations including France, the Netherlands, West Germany, Italy, Japan, England, the United States and, in particular, all parts of Canada. Catalogues are frequently published in French as well as English.

Audiotape tours which accompany some major exhibitions are also offered in bilingual versions.

A broad cross-section of the public enjoys the benefits of gallery membership and reflects the multicultural nature of Ontario.

The Ontario Arts Council is an independent agency funded by the Ontario government through the Ministry of Citizenship and Culture. It makes grants from Ontario tax dollars to professional artists and arts organizations.

Offering over 70 granting programs in a variety of disciplines including music, theatre, dance, literature, film, photography and video, and the visual arts in addition to multi-disciplinary programs through offices such as Ontour, Arts/Education, Community Arts Development and Franco-Ontarian, the council provides brochures on request with details of all its granting programs.

All applicants must meet eligibility requirements and/or specific criteria. Some of the council's programs are adjudicated with the applicant being in competition with others for grant dollars.

The council has a Franco-Ontarian office which serves the needs of the Franco-Ontarian arts community through program categories which parallel other council programs.

Any multicultural community organization whose function it is to relate to the professonal arts and artists may apply for funds to assist with programming. Many community groups within the multicultural community such as choirs and folk arts councils, as well as native craft conferences and

touring exhibitions, have received grant assistance. The Ontario Arts Council has also funded the Multicultural Theatre Association and provided grant assistance to numerous individual artists of ethnocultural background.

China — 7000 Years Of Discovery was an outstanding exhibition of Chinese culture which attracted over one million visitors to the Ontario Science Centre during its May-October 1982 run. Supplementing the exhibits, a full program of performances and demonstrations by members of Ontario's Chinese Canadian cultural community was co-ordinated by the Mon Sheong Foundation with assistance from Wintario and the Toronto Star. Events included a children's dance troupe from Sudbury, tai chi demonstrations, calligraphy workshops and Chinese cooking demonstrations, two major evening concerts featuring five performing groups, and a program of vocal and instrumental music performed by the Chinese Senior Citizens Recreation Society to mark Senior Citizens Week.

International Relations

The Ministry of Intergovernmental Affairs maintains continuous connections with Ontario's ethnic community. The ministry is the first point of contact in the Ontario government for visiting dignitaries and representatives from governments outside Canada. It is also responsible for ongoing liaison with the over 60 members of the Consular Corps who make Ontario their temporary home.

The Ministry of Intergovernmental Affairs has daily contact with the Department of External Affairs and with the office of the Secretary of State making arrangements for visits between governments, for staff exchanges between governments, ministerial conferences, visits by heads of state and royal visits. Staff work closely with representatives of the ethnic media, not only on matters between the Ontario government and the communities they serve, but also in assisting to find out about details of specific provincial government programs.

Native People

The Ministry of Citizenship and Culture Act, Section 4(a) and (b) states that the ministry shall:

a) encourage full, equal and responsible citizenship among the residents of Ontario;

b) recognizing the pluralistic nature of Ontario society, stress the full participation of all Ontarians as equal members of the community, encouraging the sharing of cultural heritage while affirming those elements held in common by all residents.

Native people are being offered assistance, not because they are Native people, but because, for a variety of historical reasons, full and equal citizenship with other residents of Ontario has not been achieved.

Native Community Branch

Within the Ministry of Citizenship and Culture, the Native Community Branch is a consultative program which works with Native communities and organizations. Its role is to encourage Native people in the development of self-reliance and to promote their full participation in the life of the province. In promoting this goal, the following objectives have been identified:

- to support Native efforts to preserve and develop their cultural identity and a sense of pride;
- to assist in the development of human resources and leadership capabilities;
- to assist Native communities to improve their social and economic conditions;
- to support Native efforts to gain access to government services and resources.

Branch Consulting Activities and Grants Program

The Native Community Branch, as a community development agency, works with approximately 300 Indian Bands, friendship centres, Metis locals, Native women's locals, Native cultural and communication groups and any other regional or provincial organizations. The emphasis is placed on human resource development and leadership development.

Field consulting activities are intended to further the goals of the branch and may include the following:

- advising on the identification of needs, problems and opportunities;
- assisting in the establishment of goals, priorities and developmental projects;
- providing advice on the management of projects and programs;
- advising on matters of organizational development;
- assisting groups to gain access to other funding sources.

The branch's grants program supports projects that emphasize the development of Native leadership and culture, social and economic development. For several years, a meeting fund has been established within the total grants budget to defray expenses of meetings of Native groups to discuss issues of importance to the groups. Each year, the program funds over 100 locally initiated and sponsored developmental projects.

Research and Advisory Services

Within the provincial government, the Native Community Branch is responsible for providing advice to provincial ministries and agencies regarding policies or programs that impact upon Native people. The branch also facilitates direct communication between Native organizations and the relevant provincial ministries.

The branch has recently played the lead government role for the Ontario Task Force on Native People in an Urban Setting. The task force, established in May 1978, represents a unique partnership between the provincial government and Native organizations. The task force has provided an opportunity to study the needs of Native people living in rural and urban communities throughout Ontario.

Publications

Branch publications are intended to promote a greater knowledge of Native people by the non-Native population. Recent publications include: Provincial And Regional Native Organizations In Ontario; Metis And Non-Status Indians Of Ontario; Directory Of Native Communities And Organizations.

Technical Programs or Services

All services of the Ontario government are available, and there are an increasing number of ministries and agencies that provide special programs and services to Native people in addition to the initiatives of the Native Community Branch.

The Ministry of Agriculture and Food provides management advice and other services, where requested or needed, to Native farmers. Typical are management-type visits to these farms by extension workers. Drainage surveys by agricultural engineering specialists have been used by many Native farmers to help improve crop productivity.

In 1981, at the request of Native people, a farm management specialist from the ministry assisted a committee of representatives from various agriculturally-oriented reserves in Ontario to initiate a sectoral approach to agricultural development. This committee submitted an Ontario Indian Agriculture Development Proposal to the Department of Indian and Northern Affairs for federal funding. The main objective is to have a five-year program that will improve the level of farming on Ontario Indian reserves.

The Ministry of Municipal Affairs and Housing has taken the position that all citizens of the province are equally eligible for program benefits offered by the ministry.

Native people are housed under most housing programs, either previously or currently being delivered by the Ministry of Municipal Affairs and Housing. People of Native origin are given the same consideration as other applicants for housing benefits. Where applicable, people of Native origin must meet the same eligibility criteria as other applicants.

The Ministry of Municipal Affairs and Housing, on behalf of the province, undertakes agreements with the federal government for the delivery of additional housing programs in Ontario. Of these, all but one treats persons of Native origin like other applicants. The one exception is an On-Reserve Housing Program which is available to status Indians only.

Education*

The education of registered Indians is the responsibility of the federal Department of Indian and Northern Affairs. Education is provided in two ways: either in federal schools on Indian reserves or in provincial schools through tuition agreements with provincial school boards.

The Ministry of Education has traditionally affected Indian education in three aspects: curriculum, textbooks and resource materials; teacher education; and certification.

*For this section, the term "Native" is used to denote registered or status Indians, non-status Indians, Metis and Inuit collectively.

The basic premise for curricular materials has two dimensions: education *about* and education *for* people of Native ancestry. The ministry has produced curricular materials in this area called the People Of Native Ancestry (P.O.N.A.) series, for use in all elementary and secondary schools in Ontario. The most recent addition to the series is the curriculum guideline for the senior division in secondary schools. This guideline represents a real landmark in Native education in that it is the first of its kind in Canada. The Department of Indian and Northern Affairs shared the printing costs of these materials.

In each of these productions, a significant number of Native people were involved in developing the material.

A course expansion kit, Touch A Child, has also been produced by the ministry as supplementary material to the P.O.N.A. series.

A Native Teacher Education Program is offered at the Faculty of Education, Lakehead University, Thunder Bay. The two-year program is designed to certify Native people as teachers and increase the number of qualified Native teachers. Successful candidates receive an Ontario Teacher's Certificate (Primary-Junior Specialization). Forty-five Native people have successfully completed the program since it began in September, 1979.

The Ministry of Education co-sponsors, with the Department of Indian and Northern Affairs, the Native Counsellors' Training Program. It is a three-part, five-week program leading to the Native Counsellor's Certificate and is designed to provide an avenue for Native counsellors to develop the essential skills, knowledge and experience that relate directly to the practice of counselling Native students. The program is offered at Laurentian University in Sudbury and was first offered during the summer of 1977. After five summer sessions, 45 Native people have successfully completed the program.

Recognizing a need for policy and procedures related to the development and implementation of programs in Native education, the Native Education Co-ordinating Committee has been established. Its membership is made up of various branches from both the Ministry of Education and the Ministry of Colleges and Universities. Concerns of Native people pertaining to education are directed to this committee.

The University Relations Branch of the Ministry of Colleges and Universities is responsible for addressing Native education concerns at the post-secondary level.

A special section entitled Native Studies In Colleges And Universities is included in the publication Horizons. It lists courses that may be of particular interest to Native people and to non-Natives who wish to improve their appreciation of Native society and cultures.

A number of universities have specific programs in Native studies or for Native students:

- Trent University has a Native Studies Program which offers degree programs in Native Studies. In addition, a unique program to train status and non-status Indians and Metis in economic development and small business management was launched in September, 1981.
- Carleton has a special program to recruit students into the Master of Social Work Program. In addition, Carleton has just started a new master's level Northern and Native Studies Program which will be a special area of study within Carleton's Institute of Canadian Studies.
- University of Western Ontario and Lakehead University offer Native teacher education programs.
- Laurentian has a Native Studies Program which offers degree programs in Native Studies.

In other universities, courses relating to Native studies are offered through several departments including anthropology, education, geography, history, philosophy, religious studies, and sociology.

All university law schools encourage applications from Native students and recommend that students complete the special pre-law summer orientation program for Native students at the University of Saskatchewan.

The Campus Employment for Native Students program is designed to orient Native students to the post-secondary environment. In the summer of 1981 approximately 160 students were employed at seven community colleges and four universities.

Multilingual Initiatives

Many ministries and agencies of the Ontario government are producing informational materials in several languages to increase program accessibility. Cree and Ojibway are the two major Native languages into which program materials have been translated. These materials have included pamphlets in Cree and Ojibway explaining medical procedures and treatment for tuberculosis prepared by the Ministry of Health; land-use

planning reports, and hunting, fishing and trapping information published by the Ministry of Natural Resources; and the Oji-Cree supplement to the Northwestern Ontario telephone directory initiated by the Ministry of Government Services.

Justice

The Ministry of the Attorney General, actively committed to equality of access to the law, has recognized that for geographic and other reasons, certain groups need special programs to ensure that they benefit from this basic principle. Where Native people are concerned, a number of programs have been developed, including the following:

Native Council On Justice

The Provincial Secretariat for Justice was instrumental in the establishment of the Ontario Native Council on Justice in March, 1977. The council evolved from the Ontario Native Advisory Committee which was established in 1975 pursuant to a commitment made by the Ontario government at the Edmonton Federal-Provincial Conference on Native People and the Criminal Justice System.

The council is composed of representatives of the eight provincial Native organizations in Ontario. It is funded by a provincial grant and is supported by an interministerial committee of civil servants. The Native Council on Justice was established to provide a forum for ongoing consultation between Native people and the Ontario government with respect to justice matters.

Native Justice of the Peace Program

The ministry is working with the Native Council on Justice to develop mechanisms to increase the number of Native people serving as justices of the peace. A considerable amount of research had been done, with ministry officials assisting the council in research prepared for submission to an independent study of the question. The results of that study have been received and are at present under review.

Native Legal Aid Clinics

Through its funding of the community clinic component of the Ontario Legal Aid Plan, the Ministry of the Attorney General funds three legal aid clinics specializing in service to Native people.

Native Courtworker Program

The Ministry of the Attorney General, in co-operation with the federal government, has funded and supported this program. Located in numerous Ontario communities, and serving even wider areas by accompanying court parties on trips to remote areas, the courtworkers serve as a liaison between the justice system and Native people. They assist Native persons accused of crimes in understanding the criminal process, and help the courts understand the perspective of the Native accused.

Instructional Film on the Justice System

The Ministry of the Attorney General has co-funded with the federal government a film produced by Confederation College in Thunder Bay. The film is intended to explain the justice system to Native people living on remote reserves. A senior crown attorney was actively involved in the preparation of this film, which has recently gone into circulation.

Native Program Co-ordinator

The Ministry of the Attorney General employs a Native person to sensitize and orient ministry officials to Native issues and concerns. This full-time position is based in the crown attorney's office in Kenora.

Police Programs

Native policing services are provided by the Ministry of the Solicitor General and operate in two distinct sections. One involves the Ontario Provincial Police on reserves, including fly-in patrols in the northwest and northeast sectors of the province and sub-detachments for particular reserves in the Kenora area. To be effective, OPP officers must be accepted by and become integral parts of the community while carrying out their law enforcement duties.

The other section of Indian policing services is the Band Constable Program, under terms of a federal-provincial agreement. Band Councils recruit members of their reserve as special constables empowered to carry out law enforcement on that reserve. The OPP supplies equipment, uniforms and training for these special constables and also provides supervision.

Social Services

Sponsored by the Ministry of Community and Social Services in 1978, the Task Force on Needs of Urban Native People is examining the conditions of Native People living in high-density urban environments. The project consists of a policy and program development component which will respond to the findings of the initial research component. Community groups participating in the task force include the Ontario Native Women's Association, the Ontario Metis and Non-status Indian Association and the Ontario Federation of Indian Friendship Centres.

In this spirit of participation in decision-making, the Northern region of the Ministry of Community and Social Services has chosen to treat Native people as a special group in recognition of their aboriginal status. This decision complements existing ministry policy which provides that service delivery is expected to respect cultural and ethnic considerations. In so doing, Native persons are encouraged to participate in program planning and implementation related to their culture.

The ministry has supported a number of adult service programs directed specifically at the Native community. Among these are 33 Native-managed and staffed homemaker services which operate on reserves to provide such services as meals-on-wheels, transportation, friendly visiting, day care for seniors and community programs.

The Kenora Foot Patrol, a preventive program funded by the Ministry of Community and Social Services, responds to drug and alcohol problems at a street level. Once having dealt with an immediate situation, this program then attempts to refer individuals to more long-term assistance with their problems.

The ministry has also supported a number of youth-oriented programs through its children's services section. In the Ottawa, St. Catharines and Fort Erie areas, for example, Little Beavers programs provide cultural, educational and recreational activities and are designed to meet some of the social and physical needs of Native children living off reserve in urban areas. A Native child welfare prevention program is being supported jointly by the ministry, the St. Regis Indian Band, and the Stormont, Dundas and Glengarry Children's Aid Society. This special program provides family counselling and crisis intervention, the development and support of foster homes, adoption homes and receiving homes on the reserve. Its goals

promote the inclusion of Native people in decision-making around child welfare matters and the development of community-based alternatives to off-reserve care. Similar three-party agreements for Native child welfare prevention programs are operating in the Peterborough area, the Sarnia area, and in nine other locations.

There are 33 Native-managed day care centres throughout the province providing approximately 350 spaces for Native children. These are funded through the Ministry of Community and Social Services' Day Care Program. Some centres are located in Grassy Narrows, White Dog, Rankin Reserve, Moose Factory, Six Nations Reserve, Walpole Island Reserve, Moravian Indian Council and the Chippewas of Kettle Point.

Another co-operative social service venture is the ministry-funded operation of a field office from the Brantford Children's Aid Society on the Six Nations Reserve which employs Native persons to administer its programs.

Native Women's Centres located in Thunder Bay and Hamilton provide a variety of services. While both centres are funded through this ministry, the former provides a residence and hostel setting for Native students participating in post-secondary education programs in Thunder Bay; the latter centre is also a residence but it provides an auxiliary support program for Native women and children in need of community counselling and crisis services.

Cultural Support

The programs and services offered by the McMichael Canadian Collection over the past years were:

- permanent exhibitions of Woodland Indian artifacts and sculptures; Inuit prints, drawings and sculptures; West Coast sculptures;
- exhibitions (circulating) of Woodland Indian and Inuit works;
- demonstrations in the gallery and at certain exhibitions and festivals by Native artists.

A great deal can be undertaken in the future to present the art of the Native Canadians in a manner that enhances respect for it and understanding of it as legitimate artistic expression, and not as ethnological curiosities. The most important action, however, is to continue to display these artworks with the same degree of professional care and attention that would be given to the display of non-Native art.

French Language Services

The province of Ontario is a welcome haven for people from all over the world.

Among the first settlers of this province was Etienne Brûlé, a Frenchman who came here in 1610. He was followed shortly after by the Jesuit fathers who built a mission in Huronia.

Latest statistics reveal that some 800,000 residents are of French-speaking origin, 475,605 of whom have French as a mother tongue and still use it on a regular basis. Most of them are descendants of early French settlers to Canada. In recent years, however, French-speaking immigrants from many countries have settled in Ontario, particularly in the Toronto area, and have joined the francophone community.

Policy on French Language Services

The province recognizes the right of Franco-Ontarians to their language and culture and is committed to developing its services to meet the needs of the francophone population.

To this effect a policy on French-language services has been developed over the years.

The main points of the policy are as follows:

1. Government services should be available in French in areas where there are significant concentrations of francophones. These areas are referred to as designated areas, and are as follows:

   Regional Municipality of Ottawa-Carleton
   Counties of Stormont, Glengarry, Prescott-Russell
   Districts of Nipissing, Timiskaming, Sudbury and Cochrane
   Regional Municipality of Sudbury
   In addition, the following communities are included:

District of Algoma:	Blind River, Elliot Lake, Michipicoten, North Shore, Algoma
Essex County:	Anderdon, Belle River, Colchester North, Maidstone, Rochester, Sandwich West, Tecumseh, Tilbury North and Tilbury West
Kent County:	Dover, Tilbury, Tilbury East

Regional Municipality of Niagara:	Port Colborne, Welland
Renfrew County:	Pembroke, Stafford, Westmeath
Simcoe County:	Penetanguishene, Tiny
District of Thunder Bay:	Geraldton, Longlac, Manitouwadge, Marathon.

Special programs must be developed in metropolitan areas to answer the needs of francophones:

2. In recognition of the fact that both French and English are the official languages of Canada, ministries shall ensure that those who communicate in writing with the Government of Ontario in one of the official languages receive a response in the same language.
3. Wherever possible, ministries shall assign bilingual staff to positions that require extensive verbal communication with the public. Offices in communities with a large concentration of francophones shall be given priority in developing the capacity of employees to speak both official languages of Canada.
4. Ministries should give priority to providing signs and public notices used in designated areas in both official languages.
5. Government publications and forms, especially those with wide public distribution, shall be made available in the two official languages of Canada, wherever practical.

Some examples of these materials include:

- production and distribution of bilingual crime prevention pamphlets;
- production and distribution of health-related material such as tuberculosis treatment pamphlets, handling of foods in institutional kitchens, OHIP information;
- Consumer education kits and booklets on using credit wisely, buying a home or car, and car repairs.
- A consumer information centre which provides a bilingual inquiry service toll-free across the province.

The Government Co-ordinator of French-language Services is responsible for the development and co-ordination of this policy. The co-ordinator reports to cabinet twice a year. The co-ordinator's office works very closely with French-language service co-ordinators responsible for developing programs in their respective ministries, that take into account the cultural and linguistic needs of the francophone population.

The communications section of the co-ordinator's office informs francophones in their own language about government policy and programs. This is achieved through the information program Renseignements-Ontario, press releases and publications.

Two councils are also responsible for advising the government on francophone matters. The Council for Franco-Ontarian Affairs advises the ministries on any question affecting the Franco-Ontarians for which their ministries are responsible, as well as on any question it is asked to examine by a minister, excluding the field of education which is dealt with by the Council for Franco-Ontarian Education.

The Government Co-ordinator of French-language Services provides, via the annual report, detailed information on the development of French-language services in the various ministries. Free copies may be obtained directly from the office which is located on the 6th floor, Mowat Block, Queen's Park, Toronto, M7A 1B8.

Education

Elementary and Secondary Education

In the field of elementary education, opportunities for a child to receive schooling in either French or English have been provided since Confederation.

There are 295 French-language elementary schools serving 70,000 pupils in Ontario. Some 65 secondary schools offer French instruction as well — 33 completely in French and the others in French and English modules.

In addition to the basic education grants made to all qualifying institutions, boards of French-language elementary schools have up to $165 per pupil recognized for grant purposes, the precise amount in each case being calculated at the particular board's rate of grant.

In secondary schools, there is also a different rate pattern. In grades 9 and 10, the sum of $50 per student per subject is recognized for grant

purposes, up to a maximum of five subjects. In Grades 11, 12, and 13 this figure is increased to $55 per student per subject.

In addition to the above, three special grants are available to Boards of Education:

a) a re-organization grant to offset the start-up costs associated with establishing new homogeneous French-language secondary schools (payable over three years);

b) a small school weighting factor to provide improved additional support for small homogeneous French-language and small mixed-language secondary schools;

c) a French-English mixed school weighting factor to encourage the expansion of course offerings in the minority language (French or English) of the school.

In 1972, four French-language curriculum documents were published; now, the Ministry of Education offers more than 120 such documents to French-language schools.

Explorations et enracinements français en Ontario and La communauté francophone de l'Ontario are two of a series of new documents intended to instil knowledge and pride of their heritage in French-language students.

In addition to the development and distribution of curriculum documents, translation and adaptation into French of the Student Guidance Information Service software was completed. Two major studies, one on secondary education and one on continuing education, were translated and adapted into French and distributed throughout the education community.

Community Colleges

Six community colleges under the aegis of the Ministry of Colleges and Universities offer varying numbers of programs, courses and services in French. These are listed in the ministry's widely-disseminated booklet, tour d'horizon (in English, Horizons). The ministry provides funds in support of French and/or bilingual programs in the six designated colleges. In 1981-82, grants totalling $4 million were allocated to Algonquin, Cambrian, Canadore, Niagara, Northern and St. Lawrence (Cornwall Campus) Colleges for maintaining and initiating post-secondary programs offered entirely or partially in French. Five colleges serving smaller French-speaking communities — Confederation, Georgian, Mohawk, St. Clair and Sault (Elliot Lake)

— shared $185,000 in order to further community activities for francophones in their respective areas.

The 22 colleges in the system have the opportunity of accessing $831,600 to initiate and promote the teaching of French as a second language and the teaching of courses in the French language in non-credit adult education. The project is 50 per cent funded by the Secretary of State and administered by the College Affairs Branch of the Ministry of Colleges and Universities.

Alfred College of Agriculture and Food Technology

With support from the Ministry of Agriculture and Food, classes conducted entirely in French began at Alfred College in September, 1981, with 51 first-year students registered in two major programs: agricultural technology and food service supervision. In 1982, continuing education courses were offered and dealt with such subjects as crops, dairy and welding — with others to be offered where there is an expressed interest or need.

Farm management courses, varying in length from one-half day to eight weeks, as well as the full range of agricultural and home economics extension services are available from the ministry in the farm and rural francophone areas of the province.

Teacher Education

The Ministry of Colleges and Universities funds French-language teacher education programs in two Ontario universities. The University of Ottawa provides training in French for primary, junior, intermediate and senior division teachers. The Ecole des Sciences de l'Education at Laurentian University in Sudbury provides training in the French language for elementary school teachers. Both institutions provide a variety of professional development courses in French through the summer and winter, on and off campus.

All documents emanating from the Ministry of Colleges and Universities for giving recognition to teachers, including the Ontario Teachers' Certification, are printed in both English and French.

Bilingual Programs

The Ministry of Colleges and Universities provides funds in support of bilingual programs at selected universities, but leaves the disposition of these funds to the universities themselves. In the 1981-82 school year these

grants, which are partly subject to reimbursement by the federal government, were allocated as follows:

The University of Ottawa	$5,486,000
St. Paul (affiliated with the University of Ottawa)	264,000
Laurentian University (Sudbury)	1,356,000
Hearst College (affiliated with Laurentian)	68,000
University of Sudbury (also a Laurentian affiliate)	25,000
Glendon College (a college of York University, Toronto)	173,000

In addition to these sums, a further $560,000 was set aside by the Ministry of Colleges and Universities for the development of new programs in French at the province's universities.

Judicial System

The development of a capacity to conduct trials in French, produce bilingual court forms and translate informational material first became operational within the Ministry of the Attorney General in the Sudbury provincial courts (criminal division) in 1976. Sudbury was selected because of the availability of bilingual judges, crown attorneys, defence counsel and police officers. After a period of testing in Sudbury, the service was expanded to Ottawa, L'Original, Hawkesbury and Rockland in June, 1977; to Espanola in September, 1977; and to Cochrane, Kapuskasing, Hearst, Smooth Rock Falls and Hornepayne in October, 1977. With these locations, 66 per cent of Ontario citizens who speak French only (those with the greatest need in this regard) had access to French-language services in that court.

The service was expanded to the provincial court (family division) in Sudbury in 1977, and to Ottawa-Carleton in 1978.

Further expansion occurred, and will continue to occur, based on the bilingual capacity of the judiciary and of court staff such as court reporters and interpreters. This expansion will encompass civil proceedings, in addition to the criminal, quasi-criminal and family law proceedings already included.

In August, 1977, an advisory committee on French-language services in Ontario courts was established by the attorney general to ensure that this development would proceed smoothly. The work of this committee culminated in the introduction on April 25, 1978 of Bill 71, an act to amend the Judicature Act. This legislation provided for

- a designated area concept to ensure that French-language services could be brought in as the necessary support staff and other resources, including a bilingual bench and bar, were developed;
- a right of the French-speaking litigant to have his or her testimony heard directly by a bilingual judge or jury without the intervention of an interpreter;
- the recording and transcription for all purposes of French-language testimony in their language;
- a discretion in the court, in appropriate circumstances, to direct that a trial or an appeal shall proceed exclusively in French.

A companion measure, Bill 72, an act to amend the Juries Act, was also introduced. This act authorized sheriffs to prepare a second list of jurors containing names of those speaking English and French. Both of these bills became law in May, 1978.

Another development in securing French-language rights in Ontario occurred at the request of the attorney general to amend the federal Criminal Code. This amendment, which became law in 1979, provides for a trial anywhere in Ontario before a judge or judge and jury who speak either English or French subject to a change of venue for jury trials when the area in which the case arises does not have a sufficiently large francophone population to permit the empanelling of a jury.

Preparation for implementation included special language training in French legal terminology for bilingual judges and crown attorneys with the co-operation of the Quebec Ministry of Justice.

A key ingredient of French-language services in the courts of the province is the availability of a French-language version of the Ontario Statutes.

The planning for the implementation of this undertaking led to the establishment of a Statute Translation Branch as part of the Ministry of the Attorney General. In June of 1979, Royal Assent was given to Bill 109, an amendment to the Evidence Act, which gives legal status to these translations. Approximately 73 Statutes have been translated thus far.

Additional initiatives undertaken by the Ministry of the Attorney General include the following:

- A program was initiated to support the teaching of common law in French at the University of Ottawa.

- Provincial courts (family division) in 13 locations were designated under the Judicature act in March, 1980.
- The County of Essex and the Judicial District of Niagara-South were designated, as were 22 of the small claims courts in July, 1980.
- In October, 1980, the provincial offences courts in 15 locations were designated.
- A three-year grant of $300,000 has been made to the association des Juristes d'expression française de l'Ontario to enable them to develop forms and materials in French.
- In November, 1981, an English-French Handbook Of Legal Terminology was published by the ministry.

By April, 1982, with the further designation of the County of Renfrew and the Judicial District of York (Metropolitan Toronto), 83 per cent of the French-speaking population of Ontario had access to this wide range of legal services in French.

With the establishment of a system of translation of wills in French at the surrogate court level, any impediment that may have existed for a testator to prepare his or her last will and testament in French was removed.

The Ministry of the Solicitor General, in referring to its 1974 report of the task force on policing in Ontario, notes the following with respect to serving the French-speaking population:

"Because of the special constitutional place of the French language in Ontario, the task force included in its report a specific recommendation for those communities in the province which are predominately or largely French-speaking. In addition to the general recommendations that police forces should reflect the ethno-cultural mix of their community, the task force acknowledged the desire and right of French-speaking citizens of Ontario to preserve and foster their language, customs and culture. Toward this end, the task force saw a need to extend the availability of French-speaking police officers wherever the number of French-speaking citizens is significant.

"The Ministry of the Solicitor General adopted the policy that each police force in Ontario adopt a deliberate recruiting strategy to reflect in the force the composition of the community. The standard which we can hope to achieve is that police forces be functional, and that there be a language capability which enables police forces to communicate with the people

they serve. The Ontario Police Commission has, in recent years, urged a greater number of French speaking police officers where the need exists. The Ontario Provincial Police has increasingly endeavoured to fulfill the policy of the Provincial Government — to provide bilingual services to identified areas of the province — by recruiting bilingual personnel, assigning bilingual officers to the identified areas and by encouraging French-language training of unilingual officers."

The Ministry of the Solicitor General is the governing ministry for the Ontario Provincial Police. It is ministry policy to issue news releases, publications and broadcast announcements in both English and French. Fire prevention methods are demonstrated in public service announcements, produced in both French and English and distributed to all television stations in Ontario.

In addition, radio messages on the subjects of practical fire prevention and water safety are produced and distributed to French and English radio stations throughout the province.

Cultural Support

A wide range of cultural programs has been established to provide opportunities for French-speaking citizens of Ontario to express their talents, aspirations and interests, and to share their culture with others.

The Ontario Educational Communications Authority, in developing the educational use of the electronic media in Ontario, carries out its activities in both the French and English languages. A French division is charged specifically with the development, production, and acquisition of French-language programming.

At the present time, 17 per cent of the TVOntario broadcast schedule is in the French language, consisting of programs addressed to both school and adult audiences.

Under the auspices of the Ontario-Quebec Permanent Commission, an agency of the Ministry of Intergovernmental Affairs, cultural exchanges in French and English covering performances by musical and other groups, choral ensembles, ballet companies and others are encouraged and financed.

The Ontario Arts Council, an autonomous body which reports to the legislature of Ontario through the Minister of Citizenship and Culture, also

has a Franco-Ontarian office. The council's mission, in the words of its director of policy and planning, is

> to provide a full program of assistance — to authors, playwrights, periodicals, publishers, theatre groups, cultural centres etc., — to ensure that francophone Ontarians enjoy as full development of the arts in their own language as possible.

The Ontario Science Centre, another independent agency of the Ministry of Citizenship and Culture, issues a plan of the centre in the French language, together with a French edition of the centre's main brochure, The Facts About The Ontario Science Centre (Renseignements sur L'Ontario Science Centre). Bilingual lecturers are also available when the OSC's travelling Science Circus stages demonstrations in different parts of the province. A printed guide to this Science Circus along with a number of teachers' guides have been prepared for the benefit of francophones and will soon be available.

The Art Gallery of Ontario, a third agency of the Ministry of Citizenship and Culture, provides bilingual tours of its Toronto premises and offers its catalogues in French as well as in English to better serve the francophone population.

Leadership Development

Part of the responsibility of the Citizenship Development Branch of the Ministry of Citizenship and Culture is to enhance the participatory role of individuals in community life through the provision of information on how to participate, training to develop community leadership skills, and training in organizational effectiveness for voluntary organizations and agencies working within the program areas of the ministry.

A major initiative undertaken by the branch has been a province-wide program planning consultation. This initially involved 300 participants representing approximately 250 francophone organizations. This four-phase process was designed to assist group leaders to develop a better sense of their priority needs for leadership and organization development, and to identify alternate strategies for meeting these needs. The consultation was the culmination of several years' delivery of leadership programs to the francophone community which has involved:

- the provision of advisory services through regional offices;
- leadership development grant support to individual francophone organizations;
- extensive support to the Institut de Leadership in Sudbury;
- sponsorship of three provincial trainer training programs since 1975 (Formation des Animateurs), the last one being in 1978.

In addition, a major portion of the branch's leadership development grants program has been allocated to francophone groups across Ontario. In the 1981/82 fiscal year, some of these recipients included La Federation des Clubs Sociaux, Culturel Franco-Ontarian, L'Assemblée des Culturels de L'Ontario, the Counseil des Organismes Francophones du Toronto Metropolitan, and Les Canadiens Errants de Fort Francis. Topics addressed in these community seminars included training in organizational development skills, how to conduct effective meetings, staff/board relations, volunteer development, self-financing and program planning.

Postscript

Although every attempt has been made to include the most accurate and up-to-date information on all multicultural endeavors of government in this publication, unintentional omissions of programs and projects are possible. We therefore invite anyone to contact the Ministry of Citizenship and Culture and advise them of any revisions and/or suggestions for additional information.